



## Emotional Intelligence for Professionals

### Overall Description:

This course is designed to help managers, business professionals and individuals, who have decided to learn and develop their emotional intelligence competencies; to enhance as well as manage their relationships at work and in life.

### Course Objectives:

- Learn how EI competencies can significantly improve your life and help you progress and achieve your ultimate goals.
- Analyze your behavior, manage reactions from others and create a balanced portfolio of life roles.
- Adopt strategies to prevent emotional hijacking and learn how to replace destructive thoughts with powerful thoughts.
- Change your negative thoughts and mentality to positive thinking and reduce your worries.
- Recognize what it takes to believe in yourself and learn how to get motivated.
- Face fear and handle it to boost your self-esteem and confidence.
- Help others grow with you to minimize emotional conflicts and manage the change.
- Recognize the physical and health-related benefits of Emotional Intelligence.

### Course Outline (Content):

#### Self-Awareness

- What is a behavior cycle and what are its implications?
- How can you boost your self-esteem?

#### Self-Management

- How to use a positive mentality.
- How to automate positive thinking.

#### Self-Motivation

# OUTLINE (Cont.)

- Why some people are more motivated than others?
- What is the key mentality that leads to significant success?
- How can you make yourself motivated?
- How to get out of your comfort zone.

## **Social Awareness**

- Effective Listening to Raise your Social Awareness.
- Demonstrate and Increase Empathy.

## **Relationship Management**

- Recognizing Reasons Why Relationships Fails.
- Manage and Resolve Conflict in the Workplace.
- Managing Your Emotional Bank Account.

## **Emotional Intelligence Skills**

- • How to accurately perceive emotions
- • Use emotions to facilitate thinking
- • Understand emotional meanings
- • Manage emotions

## **Handling Reactions**

- What are 'emotional reactions'?
- How to seek and give support.

## **Who Should Attend?**

Managers, business professionals and individuals who have decided to learn and develop their emotional intelligence competencies to enhance as well as manage their relationships at work and in life.

## **Competencies Covered:**

- Emotional Intelligence
- Influencing & Communication for Impact

