

## **American Management Association's Emotional Intelligence Certificate Program**

### ***Learning Objectives***

- Recognize and Consciously Use Emotional Data That Shapes Your Professional Behavioral Responses
- Identify and Manage Emotional Behaviors That Impact Your Work-Based Relationships and Situations
- Integrate Empathy to Promote Strong Team Player Attitudes and Communication
- Apply Emotional Insights to Decipher and Better Manage Yourself Within an Organization
- Implement Emotionally Intelligent Insights to Improve Personal Decision Making and Professional Contributions

### ***Expanding Emotionally Intelligent Personal Awareness***

- Identify and Name Emotions and Their Levels of Intensity
- Analyze Emotions from Their Cognitive and Physiological Manifestations
- Recognize Emotional Igniters and Apply Emotionally Intelligent Regulation Strategies

### ***Engaging Emotional Intelligent Relationships and Personal Impact***

- Identify the Impact Our Emotional Intelligence Has on Connecting with Others
- Apply Emotionally Intelligent Communication Skills to Relationship Building and Maintenance
- Practice Listening Skills That Build and Maintain Empathy

### ***Demonstrating Emotionally Intelligent Stress Management and Resilience***

- Recognize Stress as a Complex Set of Emotional and Physical Responses That Can Have Positive and/or Limiting Results
- Practice Proactive Stress Management Techniques to Stay Emotionally Well Balanced
- Define Resilience and How It Impacts Effectiveness at Work

## ***Healthy Conflict and Collaboration Through Emotional Intelligence***

- Recognize the Central Role of Relationship Development and Maintenance in Achieving Healthy Conflict
- Identify Emotionally Intelligent Strategies to Maintain Healthy Conflict
- Demonstrate a Collaborative Attitude at Work Through Application of Emotional Intelligence

## ***Bringing It All Together***

- Synthesize Emotionally Intelligent Competencies to Address Complex EI Challenges and Opportunities