

Developing Your Emotional Intelligence

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 EI 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