LESSON ONE
Professional Effectiveness Domain

• Define Emotional Intelligence (EI)
• Develop Awareness of Emotional States for Self and Others
• Identify Non-verbal Cues That Express Emotional States
• Recognize the Benefits of EI to a Manager

LESSON TWO
Relationship Management Domain

• Define Motivation
• Understand the Needs and Motivators of Individuals
• Identify Practices Leading to Motivation and Demotivation in the Workplace.

LESSON THREE
Business Acumen Domain

• Define Project Management
• Understand and effectively interpret requirements for Project Planning
• Maintain Effective Collaboration with Stakeholders
• Understand How to Handle Change and Scope Creep Throughout the Project
• Effectively Plan and Monitor Your Projects

LESSON FOUR
Analytical Intelligence Domain

• Define Critical Thinking
• Recognize the Importance of Self-Awareness for Critical Thinking
• Use Techniques Useful for Identifying Specific Biases