

# MASTERING EMOTIONAL INTELLIGENCE

## LEARNING FORMAT: CLASSROOM

Leaders cannot do it alone. They need to understand how building their own emotional intelligence (EQ) contributes to improved performance for their teams, their partnerships, and their organization. Leaders assess their own EQ and learn to prevent the emotional hijacking that can interfere with personal intentions and organizational outcomes.

## DO YOU FACE ANY OF THESE ISSUES?

- In times of intense pressure, do leaders sacrifice focusing on their people in favor of operational matters?
- Are leaders hard-pressed to read the environment, people, and others' perceptions, which reduces their full impact?
- Have leaders become emotionally hijacked?
- On a day-to-day basis, do the behaviors of your leaders fall short when it comes to building a high-performance, high-trust environment?

## PERFORMANCE OBJECTIVES

### Helps leaders:

- Realize how emotional intelligence (EQ) affects business results.
- Understand how emotional hijacking interferes with values and outcomes.
- Recognize the five elements of EQ and learn skills to strengthen each one.
- Analyze their own EQ and the impact of their EQ level on those around them.
- Identify emotional triggers and apply techniques so they can respond effectively rather than inappropriately.

### Primary Competencies Developed:

- Building Self Insight
- Earning Trust
- Emotional Intelligence Essentials
- Executive Presence

## COURSE OVERVIEW

- **Session Opening:** Participants discuss if emotions are appropriate in the workplace and review session objectives.
- **Good Boss / Bad Boss:** Teams describe the characteristics and impact of good and bad bosses, then discuss how a leader's emotional intelligence (EQ) affects business results.
- **Values, Emotion, Behavior, and High Performance:** Participants explore the elements of a model and the connection between values, behavior, and trust. After, they discuss the concept of emotional hijacking and its effects on others - when emotions override values and intentions.
- **Emotional Intelligence Model:** Facilitator reviews the five areas of EQ and explains the building nature of emotional intelligence.
- **Developing EQ:** Participants gain insight from completing the index for Emotional Intelligence, and examine strengths and areas for development. The group explores self-awareness and triggers by completing an activity. They also review self-talk and voices, and the impact they have on EQ. Using their course preparation, participants complete a skill builder activity using the Key Principles and other techniques learned in this course.
- **Summary and Call to Action:** Participants outline what they want to stop, start, and continue doing to enhance their leadership skills relative to emotional intelligence.

## COURSE DETAILS

- **Target audience:** All levels of leadership from frontline to senior-level
- **State-fundable:** Yes (some positions may not be eligible for funding).
- **Course length:** 4 hours. Course can be lengthened.
- **Facilitator Certification:** Senior-level certified facilitator required
- **Prerequisites:** None
- **Optimal Group Size:** 8 to 16. 20 maximum.
- **Course Prep:** Yes. 30-40 minutes to identify an issue involving someone whose view differs from their own. They read about the Key Principles and complete the Index for Emotional Intelligence.
- **Notes:** Suitable for all environments.

## RELATED COURSES

- Coaching for High Performance
- Communicating for Leadership Success
- Cultivating Networks and Partnerships
- Developing Organizational Talent
- Instilling a Culture of Innovation
- Leading with a Global Perspective
- Making Change Happen
- Translating Strategy into Results