

# Emotional Intelligence

## Course Description:

In this course, the participants will develop an understanding of what Emotional Intelligence (EI) is. They will learn how to increase their level of EI in order to maximize performance and develop greater relationships. Emotional Intelligence is an essential indicator of success. When one develops a higher level of EI, they will not only become a better performer but will also have a positive attitude towards others and their work.

## Course Objectives:

After completing this course, participants will be able to manage their emotions and the emotions of those around them. This gives them a sense of control within their environment, where most feel that the environment is controlling them. Once in control, participants will be more productive, positive, engaged, and successful.

In this course, participants will:

- Understand Emotional Intelligence.
- Increase self-awareness and social-awareness.
- Develop a more positive outlook and attitude.
- Develop relationships up and down the organization.
- Learn behavioral control and emotional control.
- Empathize and understand others.
- Increase and manage perceptions.
- Understand what drives behavior and how to create lasting change.
- Overcome challenges, defuse conflict, and relieve stress.
- Learn the various communication styles and how to adapt to them.
- Develop the skills to positively influence others.
- Learn how to communicate with difficult people.

