

Emotional Intelligence - The Leadership Difference -

Target Audience: Managers wanting to understand Emotional Intelligence (EI), to know their strengths and opportunities for improvement and to learn how to improve their EI and that of their team.

Key Learning Outcomes

- Understand what we mean by Emotional Intelligence (EI) and why it is so important for leaders.
- Gain insight into your EI profile – know what your strengths are and learn how to leverage them; know what your opportunities for improvement are and learn how to address them.
- Explore how to uplift the EI of the team.
- Develop your skills in practicing as a world-class and respected leader.

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Team discussions
- ✓ Self assessment
- ✓ Group exercises
- ✓ Case studies
- ✓ Film clips
- ✓ Personal action planning

Course Outline

MORNING SESSION

The Business Case for EI

- What is Emotional Intelligence ?
- The connection between emotional intelligence and leadership effectiveness
- Case study examples

Understanding Emotions

- The 4 Quadrant Model for EI and the EI Competencies
- Understanding Your Personal EI Profile
- Your emotions and the affect they have on performance, decision making and interactions with others
- Understanding other people's emotions – cultivating awareness of others' feelings, emotions, concerns and needs

AFTERNOON SESSION

You and Those You Lead

- Developing empathy
- Examining the emotional reality of the team's environment
- Discovering what drives the team's behaviours

Making it Happen

- Building an emotionally intelligent team
- 10 Strategies for Promoting Emotional Intelligence
- Personal Action Planning

“ You cannot **lead** without **emotional intelligence**; you can manage, but you cannot lead - that's a fact. ”

Jack Welch

Pre-Course Work: Completion of Pre-Course Questionnaire and Emotional Intelligence Assessment

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books

Ideal Number of Participants: 9

Maximum: 12

Minimum: 4