

EMOTIONAL EFFECTIVENESS FOR LEADERS

AUDIENCE

FL Front-Line Leaders

LL Leaders of Leaders

FORMATS

In-Person: 7 hrs.

Virtual: 2 hrs. X
3 sessions

“Leadership is not domination, but the art of persuading people to work toward a common goal.”

Daniel Goleman,
Author of “Emotional Intelligence.”

COURSE OVERVIEW

In this highly engaging course, leaders learn to use emotional intelligence (EI) to communicate more effectively and improve their interactions with co-workers, colleagues, customers and management. Through a combination of self-assessments, personal-reflection and group activities, scenario role playing, and interactive classroom discussion, leaders gain exposure and practice using EI to successfully navigate various social and professional situations and settings.

This course leverages the EQ-i2.0® Model to help participants use emotional intelligence with a goal towards becoming more effective leaders.

The activity-based workshop provides participants with multiple opportunities to apply Emotional Intelligence (EI) skills to interpersonal work situations, thereby demonstrating empathy, flexibility, effective collaboration, and improved decision-making skills.

While there is some discussion of emotional intelligence theory, most of this course focuses on practical application in the world of work. Participants have opportunities to discuss their own challenging situations and scenarios, then apply emotionally effective practices to produce more optimal outcomes.

Leaders come away from this program with deeper insights into their own motivations as well and the motivational dynamics of others, which significantly improves their ability to drive employee engagement and productivity.



EMOTIONAL INTELLIGENCE MODEL

BUSINESS IMPACT

- 1 Leaders become more effective at creating a workplace culture that drives employee engagement and productivity.
- 2 Retention of high-value employees increases when leaders operate with a high level of emotional intelligence.

- 3 Innovation, creativity and problem-solving are enhanced when leaders embrace the concepts of emotional effectiveness.
- 4 Communication is improved at every level of the organization resulting in fewer misunderstandings and mistakes.

- 5 Leaders who are emotionally self-aware become “models” for other employees to develop a similar level of self-awareness.
- 6 Leaders build confidence and capabilities for dealing with difficult situations and challenging people.

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LEARNING JOURNEY

Pework

- EQ-i 2.0 assessment (completed by each participant prior to the first session)

Workshop

Session 1 (2 hours**)

EQ Overview

- EI Model and Report
- EQ-i2.0® Assessment
- Interpreting the Results: Self-Assessment
- Interpreting the results: Small group feedback and cross-sharing

Reflection Activity **

Session 2 (2 hours**)

- Review of self-reflection activity / small group sharing

Essentials of EQ

- Collaborative Intent
- Self-Perception
- Empathy

Workplace Application Activity **

Session 3 (2 hours**)

Review of workplace application activity / small group sharing

Self-Management

- Self-Management Activity
- Collaborative Workplace Application Activity

Post-Work

- Action Planning for Long-term Reinforcement
- 30-60-90 Day Action Plan Reviews *
- Virtual, Group Touchpoint Session *

* Recommended custom add-ons. ** Only applicable to VILT

LEARNING OBJECTIVES

- Understand emotional intelligence and how it affects a leader's interactions with others.
- Self-awareness: understand your individual approach to leadership and how others perceive you.
- Self-management: recognize your moods and emotions and learn to manage them in order to ensure successful interactions with others.
- Social awareness: interpret others' emotions and identify the actions that you can take to create effective outcomes when negative emotions arise
- Relationship management: leverage your understanding of emotional intelligence to influence and motivate others toward a goal.
- Reduce stress and improve productivity, for yourself and others, by learning to drive performance in a positive and emotionally intelligent way.
- Improved communication with others, particular when emotions are strong and the stakes are high.
- Learn effective strategies for dealing with difficult situations and challenging people.

EXPERIENCED FACILITATORS



Teresa D.



Mike E.



Audrey H.



Norma G.



Sharon E.



Themum C.



Dr. James K.



Phil C.



Silvia F.

Our global team of facilitators is ready to deliver this program now. We can also train your facilitators to deliver the program internally if needed.