



Course Title: *Emotional Intelligence*

Course Description

For many years, the standard of measuring the intelligence of human beings was the Intelligence Quotient or IQ. The theory was the higher IQ, the farther the individual can go in life. However, research is now showing us that to be successful there is another component EQ or Emotional Intelligence. The study of Emotional Intelligence is the resilience to perform under pressure, the trust to build fruitful relationships, the courage to make decisions and the vision to recreate the future. Based on Daniel Goleman's work, we will explore Emotional Intelligence and how you need more than knowledge and skills to be successful in the work place.

Learning Objectives

In this course you will:

- Explore the meaning of Emotional Intelligence
- Assess your Emotional Intelligence and target areas for improvement
- Learn strategies to develop and enhance your Emotional Intelligence
- Learn the science behind emotional intelligence and what causes us to react the way we do

Open to: All Employees

Competencies Addressed: Customer Service, Communicate Effectively, Adaptability & Innovation, Managing Diversity, Interpersonal/Team Skills, Problem Solving/Decision Making, Building Trust/Integrity

Course Length: Three Hours