

Emotional Intelligence Workshop

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900's, but the term was first introduced by Wayne Payne in 1985.

As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller *Emotional Intelligence: Why It Can Matter More Than IQ* that the term became widely accepted by mainstream media.

Workshop Objectives:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.



For more information or to reserve your spot in this workshop, please contact:

Joseph (J.J.) Frazier
President
Mastering the Positive, LLC
Phone: (757) 962-7073
Mobile: (757) 952-8340
Visit: www.masteringthepositive.com
Email: jfraziers@cox.net



CLASS CONTENT

Module One: Getting Started

Workshop Objectives

Module Two: What is Emotional Intelligence?

Self-Management

Self-Awareness

Self-Regulation

Self-Motivation

Empathy

Module Three: Skills in Emotional Intelligence

How to Accurately Perceive Emotions

Use Emotions to Facilitate Thinking

Manage Emotions

Module Four: Verbal Communication Skills

Focused Listening

Asking Questions

Communicating with Flexibility and

Authenticity

Module Five: Non-Verbal Communication Skills

Body Language

It's Not What You Say, It's How You Say It

Module Six: Social Management and Responsibility

Benefits of Emotional Intelligence

Articulate your Emotions Using Language

Module Seven: Tools to Regulate Your Emotions

Seeing the Other Side

Self-Management and Self-Awareness

Giving in Without Giving Up

Module Eight: Gaining Control

Using Coping Thoughts

Using Relaxation Techniques

Bringing it All Together

Module Nine: Business Practices (I)

Understand Emotions and How to Manage Them in the Workplace

Role of Emotional Intelligence at Work

Disagreeing Constructively

Module Ten: Business Practices (II)

Optimism

Pessimism

The Balance between Optimism and

Pessimism

Module Eleven: Making an Impact

Creating a Powerful First Impression

Assessing a Situation

Being Zealous without Being Offensive

Module Twelve: Wrapping Up

Words from the Wise

Lessons Learned