

➤ G017 - Emotional Intelligence (1 Day)

Course Description

Emotional Intelligence (EI) is the general term for a field of study that is relevant to us all, because it relates to important skills we use every day. These skills - how well you know and manage yourself, how well you deal with others - are now emerging as the single most important determinant in your success. In a business setting these personal, social, and managerial and leadership skills form the core of what separates star performers from the rest of the pack.

*Ideal for  
teams!  
Complete a  
quick Self-  
Assessment*

Course Objectives

Upon completion of this course you will gain an understanding of:

- ✓ EI and how this applies in your personal and professional life
- ✓ The impact of moods in the workplace
- ✓ The Biological response to emotions
- ✓ History of Emotional Intelligence
- ✓ EQ vs. IQ
- ✓ Your own Emotional Quotient using a Self-Assessment tool
- ✓ How to improve your own EI Competencies
  - Self-Awareness
  - Self-Management
  - Motivation
  - Empathy
  - Social Skill

This course is very interactive and uses various exercises to demonstrate the importance of Emotional Intelligence and to enhance your learning experience. Come prepared to learn about yourself, others and have fun!

Course includes the video Encouraging the Heart with respect to motivating individuals and teams and understands the 7 elements essential for motivation.

Course Flow: This workshop is highly interactive with opportunities for participants to practice and learn specific methods and techniques that will help them on-the-job when they encounter various situations.

*Competencies supported: Team-Building, Leadership, and Personal Development*

## **Examples of Exercises Used –Instructor will choose the most appropriate ones for a specific team.**

### **Mood Check Exercise**

#### **Purpose**

This exercise is designed to help each team member understand his or her mood, as well as identify moods of others on the team. It also helps team members to be candid about feelings, which can lead to building trust and openness.

### **Good Boss/Bad Boss Exercise**

#### **Purpose**

The purpose of this activity is to increase students' awareness of why Emotional Intelligence is important in the workplace.

### **Helium Balloons Exercise**

#### **Purpose**

The purpose of this activity is to help each team member understand positive interactions and their effects on the team. It will also help to increase awareness of positive interactions and encourage team members to continue sharing these experiences within the team and other groups.

### **The Pause Button Exercise**

#### **Purpose**

The purpose of this activity is to help team members stop undesirable behaviour before it occurs. By helping people recognize “in the moment” when they are experiencing an undesirable emotional reaction, this exercise gives people a visual aid to slow down their reaction time.

### **Colour My World Exercise**

#### **Purpose**

The purpose of this activity is to help team members recall and express various emotions that are present in the workplace. By recalling and expressing these events, team members can learn how to improve their present and future by employing the lessons gained from the past.



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### **People and Perceptions Exercise**

#### **Purpose**

The purpose of this activity is to increase self-awareness about how our preconceived ideas about people and influence our interactions.

### **Strung Tight Exercise**

#### **Purpose**

The purpose of this activity is to help each team member understand their M.O., as it relates to stress. Individual M.O.s, or patterns of behaviour, affect individual, as well as team performance.

### **My Dirty Dozen Exercise**

#### **Purpose**

The purpose of this activity is to help team members assist one another to identify thought processes or beliefs called the “Dirty Dozen”. The Dirty Dozen are common thought patterns or beliefs that interfere with our rational thinking and cause reactions that are inappropriate or out of proportion to the actual event.

### **Accomplishments Flower Garden Exercise**

#### **Purpose**

The purpose of this activity is to encourage team members to recognize some of their accomplishments and identify some of their core values and/or characteristics that helped them to achieve these successes.

*Standard Assessments Available Done In-Class  
(In a 1 day workshop, we may only be able to fit one or two of these)  
(Self Assessment)*

### **The Practical EQ Emotional Intelligence Self-Assessment**

This self-assessment questionnaire is designed to get you thinking about the various competences of emotional intelligence as they apply to your life. It does not pretend to be a validated psychometric test, and the answers you give might vary depending on your mood when you take it. It is based on the five-competency model of emotional intelligence by Daniel Goleman in the book *Emotional Intelligence*.

### **The Practical EQ Checklist For An Emotionally Intelligent Organisation \*Organization can mean department, division, company**

As with many other concepts that have become management buzzwords in recent years, many organisations pay lip service to emotional intelligence (EI). An organisation that is genuinely committed to improving and maintaining EI in practice will be able to provide meaningful answers to the assessment questions in terms of its own EI as a company and its perspective on the 5 competencies of EI.

### **The Practical EQ Checklist For An Emotionally Intelligent Team**

As a team leader, manager or business owner, there is a lot you can do to make your team more emotionally intelligent. The benefits of higher team EI should include: better morale, more creativity, better staff attraction and retention, and higher levels of 'discretionary effort' (people putting in more than the minimum their job description requires).

#### *OPTIONAL Assessments*

1. **Quick Self Assessment ONLINE (FREE) - Institute of Health & Human Potential**
  - a. Anyone can go online and take this with the link we provide
  - b. Takes about 15 minutes, very simple but provides good initial view
2. **Emotional Quotient-Inventory (BarOn EQ-i®) by MHS**
  - a. Excellent assessment with many options for groups
  - b. Pricing is between \$60-\$120 per person depending on options
  - c. Options include just individual or also being able to compare yourself to your group summary
  - d. Available paper or online
3. **The Hay Group EI Inventory (360 Degree) – very expensive (adds approx \$5K to the cost of a training day over and above the Bay3000 costs)**