

Emotional & Social Intelligence



8 Hour Course

TALENTREALITY101.COM

WHO:

- Managers & Staff

DESCRIPTION:

Research has shown that Emotional Intelligence (EI) contributes more to a person's success in life than raw intelligence (IQ).

Leaders and employees with a high EI are the ones who:

- Make the best decisions
- Manage people effectively
- Contribute highly to the overall success of the organization

This course is based on active learning to develop skills that strengthen EI.

OBJECTIVE:

Participants will be able to:

- Define Emotional Intelligence (EI)
- Recognize the role of EI in the workplace
- Describe an EI model
- Build an "Intuitive Muscle"
- Better manage personal and professional emotions
- Improve social awareness
- Practice and enhance social and empathy skills
 - Listen and Respond with Empathy



OUTCOME:

- Improved & Enhanced EI
- Increased customer satisfaction
- Improved relationship management
- Improved internal employee relationship interactions

Bill.Albert@BusinessMethodologies.com

Email for more information