

Using emotional intelligence

Aim

Increase interpersonal effectiveness and results

What's it all about?

Emotional intelligence helps foster core skills for self development. This workshop is designed to enhance those skills. Participants will work with the 3Cs model: consciousness, connection and concern: that way they'll get the best out of themselves and others - especially when working under pressure.

Why iOpener?

Emotional Intelligence is a core part of leadership development, especially in a multi-cultural environment. Our facilitators have to use their EI to gauge the mood and energy in any session then decide what to do – at all times. Without EI our sessions would fail, so we role-model everything we facilitate.

How?

Participants are asked to do awareness-raising exercises and should be prepared to give and receive feedback on their interactions. This is a workshop that encourages serious self-reflection in an interactive and fast-paced manner. Participants will also receive in depth feedback from their facilitator.

Participants?

A maximum of eight participants allows us to focus and ensure that we meet individual needs. Participants should have thought about two incidents at work where things went unexpectedly well and unexpectedly badly. They should be prepared to talk about both.

Outcomes:

Participants will:

- Analyse and understand the elements of EI
- Develop their ability to deeply connect with others in business situations
- Understand the factors that influence self and other behaviours
- Apply different tools in their appropriate settings
- Grow self-efficacy in the emotional components of personal management

Participants cover:

- Working with the five elements of EI: self awareness, self regulation, motivation, empathy and social skills
- Using tools in action: gap analysis; what I believe of myself – self appreciation
- Understanding motivators: diving, surviving or thriving
- Assessing the emotional self in action: connecting, influencing, managing states
- Assessing the emotional other in action: relationship, stress and conflict management
- Deploying EI, self confidence and interpersonal effectiveness – my optimal self now and in the future

Target group

Any leader who has been given feedback that they are too task focused at the expense of their team and others stakeholders.

Option

Use MSCEIT as an assessment tool prior to the workshop.

Duration

1 -2 days