

Course Summary:	Effective individuals come in all shapes and sizes, but a common characteristic is a high degree of what psychologists call emotional intelligence. Individuals with high EI deal with stress, setbacks, and difficult people with far better results than those with low EI. This course will assist participants in building their awareness of how emotional intelligence can make them more effective in their professional and personal lives. Participants assess, develop and apply their own emotional intelligence and learn how to cultivate emotional intelligence in their others.
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Performance Objectives:
1. Describe the concept of emotional intelligence and how it relates to successful personal and organizational performance
2. Identify typical and personal triggers that result in low EI behaviors
3. Assess personal levels in 5 EI dimensions – self awareness, reading others, staying self motivated in difficult times, controlling responses to strong emotions such as anger, learning from the emotional context of situations
4. Apply strategies and techniques for helping others develop their emotional intelligence as well as your own
5. Develop a specific action plan for applying emotional intelligence in the workplace

Course Outline				
Day	Time Begin (24 Hour)	Time End (24 Hour)	Subject or Topic	Instructional Methodology
1	0800	1000	Participant Needs Assessment Overview of EI Creating EI based class rules Effects of low EI	Lecture Group Discussion Audio/Video Clip Role Play
1	1000	1200	Triggers Assess Personal Levels	Lecture Group Discussion Role Play Other
1	1200	1300	lunch	
1	1300	1500	Strategies for developing personal and team EI - communication - conflict - decision making	Lecture Group Discussion Group Exercise
1	1500	1700	Strategies continued Next Steps Evaluation	Lecture Group Discussion Demonstration Evaluation