

Emotional Intelligence

Why It Matters in the Workplace

Training | Consultation



Thriving in today's healthcare setting requires professionals to have strong emotional intelligence and interpersonal skills. Emotional intelligence is an individual's ability to understand and manage their own emotions as well as the emotions of others, and use this understanding to manage relationships. Optimizing emotional intelligence and interpersonal skills creates a positive workplace environment with greater opportunities for creative, productive employees who stay with their organization for the long term.

Objectives

This powerful program is designed to help participants:

- Learn the difference between EQ and IQ, and the value of having a high EQ
- Discover how emotional intelligence affects work performance, physical and mental health, and relationships
- Understand the five skills of developing greater emotional intelligence

Format

This interactive program utilizes experiential learning techniques such as self-assessment and group discussions, while also providing practical tips for improving your emotional intelligence.

Ideal Size

Keynote: No limit

Training: Up to 36 people

Length

Keynote: 30-90 minutes

Training: 3 hours

Agenda

- Understand the impact of emotional intelligence
- Signs of low and high EQ
- Five skills of Emotional Intelligence:
 - 1. Self-Awareness** - knowing your emotional state
 - 2. Motivation** - general desire to accomplish a task
 - 3. Empathy** - knowing the emotional state of others
 - 4. Social Skills** - effectively communicating emotions
 - 5. Self-Regulation** - balancing your needs with those of others'

Target Audience

Any healthcare professionals with a desire to understand how the health of their emotions affects the health of their patients and colleagues

Typical Uses

In-services, team building, and professional development

Material Options

Deluxe: Handouts, Power Card, Attitude Control Band, and best-selling book *Attitude: The Choice is Yours* at \$25 per person

Regular: Handouts at \$3 per person

Keynote: Power Card & Attitude Control Band at \$1 per person