

Emotional Intelligence

Aim

To provide participants with a clear understanding of:

- The importance of self-awareness
- Connecting emotional intelligence to competences
- Their stronger and weaker areas in relations to elements of EQ

Methodology

The training approach to be used, which governs the design and delivery of the training is based on the following principles:

- To actively involve the participants throughout the training
- To enable participants to share their thoughts and enquiries
- The training is designed based on the needs and expectations of the participants that are reflected in the pre-training questionnaire

Workshop methods and tools

In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** presentations will be used in order to provide the background of each subject and create discussion and questions.
- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest
- **Case studies:** case studies will be used so as to facilitate and trigger discussion, as well as allow external benchmarking so as to achieve competitiveness
- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

Sample programme

Agenda

10:00 Welcome and Introductions

JoHari window – importance of self-awareness

- What emotions are and where they come from (physiology, and drawing on neuroscience)
- Exercise on best and worst bosses (both fun and revealing)
- Connection to competences

Refreshment Break

Defining EQ

- Four main elements of EQ (self-awareness, social awareness, self-management and relationship management – based on work of David McClelland)
- EQ competences in more detail
- Developing the four elements – how to become more skilled

Lunch

Personal reflection on stronger/weaker areas

- Appreciative exercise about being at one's best and the positive impact that had

Refreshment Break

Personal reflection on stronger/weaker areas

- Developing personal resilience

- Preparing a continuous development plan

16:30

Close