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# Building Emotional Intelligence

Emotional intelligence (EI) is the ability to identify and manage one's own emotions as well as the emotions of others. For success in careers and one's personal life, EI is more important than IQ. To thrive today, it's important to develop mature emotional intelligence skills necessary to better understand, empathize and negotiate with others. This course addresses the competencies needed for high-level emotional intelligence and skills necessary for that achievement.

## Module 1

### Understanding Emotions

Emotional intelligence starts with understanding emotions and the competencies associated with it.

- Explain the link between emotional intelligence and performance
- Describe the competencies of emotional intelligence
- Recognize one's own emotional intelligence

## Module 2

### Strengthening Self-Awareness

Self-awareness is a major component of EI and a vital part of personal and career development.

- Discuss the importance of self-awareness
- Summarize major elements for increasing self-awareness
- Articulate factors involved in making appraisals of oneself and others

## Module 3

### Achieving Emotional Balance

Emotional balance helps people manage their feelings and maintain professionalism daily.

- Recognize the importance of emotional balance
- Describe what emotional balance looks like
- Explain strategies and methods to achieve emotional balance

## Module 4

### Crafting an Emotionally Intelligent Environment — Self-Regulate and Self-Motivate

Self-regulation is the ability to monitor and manage one's behavior, which is a needed skill in today's world.

- Describe factors related to motivation
- Recognize the physical signs of emotional turmoil
- Discuss the process to use when negative emotions emerge

## Module 5

### Handling Conflict With Empathy

In conflict resolution situations, handling issues with an empathetic mindset is critical to a successful outcome.

- Explain how people respond to emotions

- Describe conflict resolution techniques using empathetic communication
- Summarize important communication skills to use in emotionally charged situations

#### Module 6

### Refining Relationships Through Social Awareness and Communication

Social awareness is the ability to deal with societal, as well as interpersonal, challenges. It enables a person to relate effectively with everyone around them.

- Explain interpersonal skills needed to succeed at work
- Describe communication styles and how best to relate with all personality types
- Articulate valuable communication strategies and techniques that foster effective relationships

#### Module 7

### The Role of Emotional Intelligence in Leadership

For a better outcome from employees, a leader needs to be able to understand one's own emotions as well as the emotions of others.

- Describe the relationship of EI and leadership
- Articulate the emotional intelligence behaviors of effective leaders
- Explain the importance of emotional intelligence in leadership and the workplace

#### Module 8

### Applying Workplace Emotional Intelligence Tools

Research studies have shown that the most productive and motivated employees are those whose leaders set an emotionally intelligent tone or atmosphere.

- Discuss the significance of team EI
- Describe leadership strategies for developing team EI
- Identify methods to help team members handle workplace stress