

Emotional Intelligence

Each day, you must make decisions, and most of them are influenced in some way by your emotions. With a high degree of emotional intelligence, also known as emotional quotient (EQ), in the workplace, a person uses social skills, self-awareness, motivation, and self-regulation to acknowledge, comprehend, regulate and reason using the emotions.



By incorporating the different human emotions into the workplace, team members collaborate better, and the workplace will be a happier environment for everyone.

Emotional intelligence is recognizing and understanding your emotions and those of others. By using emotional understanding, you can make decisions, solve problems, and communicate more effectively.

Solutions

Mental Toughness and Resilience. Mental toughness and resilience are becoming scarce commodities in leadership today. You can practice mental toughness and become more resilient yourself to lead others through the VUCA times. Mental toughness and resilience on an individual level, first and foremost, requires self-awareness and self-management, so managing others and building resilient teams and organizations can happen later. The purpose of this module is to develop the learner's knowledge and skills related to the essentials of mental toughness and resilience, mental training interventions, stress management techniques, and building resilient teams.

Leading with Emotional and Social Intelligence. Emotions are the invisible hero of both successes and failures in the workplace. It is up to you how emotions will influence your creativity, ability to achieve goals, and the quality of your work. Emotional Intelligence is a master skill that can be learned. Leading with emotional intelligence will balance mental and emotional resilience that positively impacts employee performance. In this module, you will find a framework along with activities, exercises, and worksheets to improve your own levels of emotional intelligence and those of your clients, co-workers, and team members.

Managing Personal Energy. Change, disruption, and demand will continue to accelerate, making us ever more vulnerable to exhaustion and burnout and their undermining impact on our performance. Managing our energy is more critical than ever and requires organizations to make taking care of people as important as taking care of business.

This module will cut preparation time and streamline your workflow while maximizing the positive impact you have on those you work with. This module offers individuals, leaders, and organizations a highly practical, proven set of strategies to better manage the relentlessly rising demands we all face in a world full of daily distractions and interruptions.

Social Awareness and Emotional Management in Relationships. To Be Developed.

Individual Modules

- Mental Toughness and Resilience (12-15 hours, \$150)
- Leading with Emotional and Social Intelligence (12-15 hours, \$150)
- Emotional Self-Awareness and Self-Management (12-15 hours, \$150)
- Social Awareness and Emotional Management in Relationships (12-15 hours, \$150)

Applications and Best Practices

- ✓ Train employees and teams on emotional intelligence.
- ✓ Include in a career readiness center to help prepare students for workforce readiness.
- ✓ Develop leadership skill and competency.
- ✓ Develop more effective leaders.
- ✓ Improve supervisor and manager effectiveness.
- ✓ Improve productivity and team effectiveness.
- ✓ Customer service training.

Pricing

Pricing is based on number of learner hours and the annual expected quantities. Modules are sold individually and in course packs. **Contact us** to develop a customized solution that works for your specific requirements.

Course Pack Lite includes a combination of individual topic-based modules up to 15 learner hours, e.g., two academic leveling modules and Write & Cite®. A Course Pack Lite also includes individual mid-duration modules, approximately 12-15 learner hours each.

Course Pack includes a combination of individual modules up to 60 learner hours. A Course Pack also includes individual longer-duration modules, approximately 20-60 learner hours each.

Course Pack Plus is a combination of individual modules up to 135 learner hours.