

Developing Your Emotional Intelligence Skills

Learning to Leverage Emotions

Emotions are flowing throughout every organization and impact decision-making, critical thinking and the ability to solve complex problems. In this course, learners explore the four essential hard skills of emotional intelligence, develop skills to accurately read people, and identify how to create optimal environments to get work done. Throughout the course learners engage in dialogue that opens the door on how to leverage emotions to reach the most important goals.

Developing Your Emotional Intelligence Skills helps learners develop self-awareness about personal emotions and how to recognize and flex to the emotions of others. Leaders learn to understand, evaluate, and utilize emotional intelligence skills to achieve better outcomes and build stronger relationships.

Developed in Partnership with



Learners will attain:

- Knowledge about how to build strong connections with others while enhancing working relationships
- Tools and approaches to help leverage emotions to solve complex challenges
- Strategies to effectively manage your own and the emotions of others to prevent and work through challenging situations

Authors



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Co-author of the Mayer, Salovey, Caruso Emotional Intelligence Test (MSCEIT)



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Course Outline

DAY 1

Leaders Leverage Emotions

- EI vs. EQ
- Emotionally Intelligent Leaders Leverage Emotions
- Your Thoughts on Emotions
- Are You Emotionally Intelligent?

DAY 2

Map and Match

- Mapping Your Emotions
- The First Ability of Emotional Intelligence-Map Emotions
- Matching Emotions
- Matching the Mood of Task at Hand

DAY 3

Meaning and Move

- The Meaning of Emotions
- Understanding the Root Cause of Emotions
- Understanding Emotions at Your Organization
- Strategies for Moving Emotions

DAY 4

EI Blueprint

- Preparing to Complete the Emotional Intelligence Blueprint
- The EI Blueprint for a Current Challenge

DAY 5

Interactive Capstone

- Cohort members, faculty and a moderator synthesize learnings from the week and develop insights for next steps.