

Course Title: Emotional Intelligence (EQ) Mastery - Developing Core Competencies

Course Type: Business Training

Description:

Develop essential emotional intelligence skills with our comprehensive EQ Mastery course. This program is designed to provide operations and administrative staff with practical knowledge and tools to understand, develop, and apply emotional intelligence principles in the workplace. Participants will be prepared to pass staff competencies assessments by learning how to recognize emotions, manage emotional responses, foster empathy, and build effective interpersonal relationships. This training ensures a transformative learning experience, focusing on key EQ competencies crucial for workplace success.

Author Vision:

Emotional intelligence is fundamental to personal and professional growth. This course aims to empower participants—regardless of their previous knowledge of EQ—with the ability to recognize, understand, and manage emotions effectively. The training emphasizes practical applications of EQ skills to improve communication, collaboration, resilience, and overall job performance, aligning with business objectives and enhancing organizational culture.

What You Will Learn:

- **Introduction to Emotional Intelligence:** Understanding EQ and its importance in personal and professional settings.
- **Emotional Self-Awareness:** Recognizing and naming emotions, understanding how emotions influence behavior.
- **Self-Assessment and Self-Acceptance:** Evaluating emotional strengths and areas for growth, fostering self-acceptance.
- **Building Confidence and Personal Power:** Developing self-assurance through emotional regulation and positive self-talk.
- **Behavioral Self-Control:** Techniques for managing emotional impulses and maintaining composure under pressure.
- **Empathy Development:** Understanding and relating to the emotions of others to enhance communication and relationships.
- **Adaptability and Resilience:** Managing emotions during change and stress, building resilience to recover from challenges.
- **Trustworthiness and Integrity:** Cultivating emotional transparency, consistency, and ethical behavior.
- **Social Skills and Collaboration:** Developing interpersonal skills for teamwork, conflict resolution, and leadership.
- **Innovation and Creative Problem-Solving:** Leveraging emotional intelligence to foster creativity and innovation.

Course Outline:

1. Introduction to Emotional Intelligence

- Defining emotional intelligence and its components.
- The role of EQ in workplace success.
- Group discussions on emotional experiences and their impact on performance.

2. Emotional Self-Awareness

- Recognizing personal emotions and understanding emotional triggers.
- Self-reflection activities to identify emotional strengths and weaknesses.
- Emotional identification exercises using real-life workplace scenarios.

3. Self-Assessment and Self-Acceptance

- Conducting personal EQ assessments.
- Techniques for fostering self-acceptance and emotional resilience.
- Guided journaling sessions for self-reflection.

4. Building Confidence and Personal Power

- Strategies for developing confidence through emotional intelligence.
- Role-play exercises focusing on assertive communication.
- Positive reinforcement and feedback loops.

5. Behavioral Self-Control

- Understanding emotional regulation and impulse control.
- Stress management techniques.
- Mindfulness and breathing exercises to manage stress responses.

6. Empathy Development

- Understanding the role of empathy in effective communication.
- Empathy mapping exercises.
- Role-play activities to practice empathetic listening and response.

7. Adaptability and Resilience

- Techniques for emotional flexibility and resilience building.
- Scenario-based activities on managing change and uncertainty.
- Group discussions on personal experiences of overcoming challenges.

8. Trustworthiness and Integrity

- Exploring emotional consistency and ethical decision-making.
- Case studies on building trust in professional relationships.
- Team-building activities that emphasize integrity.

9. Social Skills and Collaboration

- Developing social awareness and effective communication skills.
- Group projects focused on teamwork and collaboration.
- Conflict resolution simulations.

10. Innovation and Creative Problem-Solving

- Understanding the connection between EQ and innovation.
- Brainstorming sessions for creative problem-solving.
- Techniques for overcoming emotional barriers to innovation.

Key Learning Outcomes:

- Participants will be able to recognize and manage their own emotions effectively.
- Enhanced communication and collaboration skills through empathy and social awareness.
- Increased confidence, resilience, and adaptability in managing workplace challenges.
- Improved problem-solving abilities using emotional intelligence for creative solutions.
- Development of trustworthy relationships based on emotional transparency and integrity.

Target Audience:

Operations and administrative staff with limited prior knowledge of emotional intelligence. The course is tailored to help participants achieve competencies required for workplace assessments and long-term professional growth.

Duration:

The training program is structured over multiple sessions, totaling 15 hours, with interactive activities, discussions, and practical applications aligned with the company's competency framework.