

Emotional Intelligence

Learning Objectives

By the end of this course participants will be able to

1. Explain what Emotional Intelligence (EI) is and the benefits it brings in personal and professional life
2. Describe the five dimensions of the Emotional Quotient Inventory (EQ-i 2.0)
3. Identify the key EI skills relevant to your job
4. Identify your own EI strengths and areas for growth
5. Apply key EI skills including active listening, empathy and assertive communication

Course Contents

- What is Emotional Intelligence?
- The different families of emotions
- The link between thoughts, emotions and behaviours
- EI skills and success
- The EI card game
- Identifying EI strengths and areas of growth
- Identifying key EI skills relevant to your job
- Create strategies for dealing with key work and/or personal-life scenarios
- Strengthen core EI skills:
 - **Impulse control** - Managing impulses with conscious planning
 - **Assertiveness** - Apply the principles of assertive communication
 - **Empathy** - Use key empathic skills: active listening and empathic questioning



Format/Timing

This course is run over one day.

Who should attend?

This course is for anyone who wants to strengthen emotional and social skills for better performance at work and more fulfilment in life.

Facilitator

This course is run by **Matthew Critchlow**, PhD, Director of Thrive, Visiting Lecturer at the University of Westminster and accredited practitioner of the Emotional Quotient Inventory (EQ-I 2.0).



Self-Assessment and Coaching

Delegates have the option to receive their own EQ-i 2.0 Report which requires completion of a 20 min on-line questionnaire. Thrive also offers one-to-one EI coaching with accredited practitioners of the EQ-i 2.0 profile.