

Emotional Intelligence at Work

Understanding EI in the business context

Working with the right emotions

Human capital is integral to business success. In the war for talent, it is crucial for leaders to be able to manage themselves as well as others, with intelligence of the emotional kind. The ability to do this well is a differentiator in an increasingly competitive business environment.

Emotional Intelligence or EI is defined as the ability to accurately perceive your own and others' emotions, to understand the signals that emotions send about relationships, and to manage these emotions.

This immersive 3-hour virtual session introduces participants to the components of emotional intelligence as defined by Daniel Goleman. They learn to apply this understanding first to themselves, to help them identify emotional triggers and manage them better. They then learn to recognize and manage this in others, so they can create an environment where people can not only survive but thrive.

What participants will learn

Explore and understand the different components of emotional intelligence as defined by Daniel Goleman

Apply that understanding to yourself, to help identify and manage emotional triggers better

Learn to recognize and manage it in others (clients, colleagues, team members and superiors), to help build a work environment where they can thrive



3-HOUR LIVE SESSION (including Learning Objectives)

	1	2	3	4	
Pre-session reading	Understand what emotional intelligence means in the business context	Explore the different components of emotional intelligence as defined by Daniel Goleman	Learn to apply that understanding to self and to others	Self-assessment to aid reflection and individual action planning	Post-session reading

This session is a must for all mid-level to senior professionals.

MAX. 20 PARTICIPANTS

LIVE features & requirements

- A smooth-functioning virtual learning platform
C2C-OD team is well-versed with platforms such as Zoom, WebEx, GoToMeeting, and Adobe Connect. Use of a custom/in-built learning platform will require us to spend some time familiarizing ourselves with the platform. A separate fee may be charged for this additional effort.
- A stable internet connection
- Chat function
- Whiteboards
- Polling
- Virtual break-out rooms
- Video enabled

LIVE dos and don'ts for participants

- Please do a test run to ensure your system (audio/visual) is working, in advance.
- Please join the session from a place where you can focus, to avoid distractions and background noise.
- Please ensure the place/room is well-lit, when your camera is on. Well-lit faces are more engaging.
- Please mute your microphone, if you are not speaking, to cut down on background noise when others are speaking.
- Please do not multi-task or run your email system in the background.