

## Emotional Intelligence for Workplace Success

Build your leadership, productivity and effective relationships



“ Jane was very knowledgeable on the course content and her passion on the topic was apparent. Great facilitation! ”

Manager, TELUS

### OVERVIEW

How well we deal with our emotions governs how well we manage ourselves and our relationships. Emotional Intelligence (EI) - our ability to identify, use and manage emotions well - is at the heart of leadership, productivity, wellbeing and effective collaboration in the workplace and everyday life. Research clearly shows that the most effective and productive people are those with high Emotional Intelligence.

This highly interactive two-day workshop will introduce you to a model of EI and will help you to build your EI skills. We will start by building awareness of how you see and operate within the world - your perceptions, attitudes, interpersonal strengths and challenges and your emotional "hot buttons". We will then examine the motives, values and drivers of your behavior and the behaviour of others so that you will be able to communicate more effectively, build your influence and cultivate more positive relationships.

### KEY BENEFITS & TAKEAWAYS

- Understand why emotions are key, what Emotional Intelligence (EI) is and how to build your EI skills
- Raise your self-awareness and identify your strengths, challenges and emotional "hot buttons" in order to manage them proactively and effectively
- Build your understanding of underlying motivations and values which drive relationships and behaviours in order to cultivate more positive relationships
- Raise your awareness of different communication styles and how to communicate more effectively to get the results you want
- Minimize conflict and increase productivity by better managing the emotional impact of office politics and working with others
- Whether in a leadership or peer position - learn to leverage your understanding of others' strengths and needs to build high-functioning teams
- Build your confidence and ability to make better decisions
- Receive takeaway tools and strategies and build your personal action plan to strengthen your EI

## WHO SHOULD ATTEND?

This program will appeal to professionals, supervisors and managers at any level including executives, project managers and team leaders, and non-supervisory employees who wish to build their interpersonal skills.

## PROGRAM IN DETAIL

This highly interactive experience includes individual and group discussions on the latest thinking and best practices in emotional intelligence. You will be given a model of EI and a framework to better understand the importance of EI in your workplace and everyday life. Assessments will help you deepen your understanding of yourself and others; they will also enable you to probe the impact personal differences can have on work relationships and enhance your ability to manage these differences.

Key Themes covered over the duration of the program include:

### DAY ONE

#### Setting the stage

- From IQ to Emotional Intelligence (EI)– managing today’s working relationships
- EI’s impact on productivity, success and well-being in the workplace
- A model of Emotional Intelligence
- Challenging relationships and a framework for improving them

#### Deepening your Self-Awareness and Understanding of Others

- Defining the 4 domains of EI and associated competencies
- Building awareness of your learning and decision-making style and the impact on others
- Connecting with and effectively using your emotional information
- Managing your emotions and “hot buttons” under pressure

#### Emotional Intelligence and Your Team

- The qualities of emotionally intelligent leadership
- Understanding the impact of stress on effective decision-making
- Examining your workplace relationships
- Fostering increased employee satisfaction and collaboration

### DAY TWO

#### Building your Personal and Social Emotional Intelligence Skills

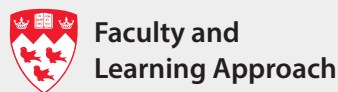
- Building awareness on your own and other motivational value systems, and why it matters
- Understanding your reactions at work
- Using your personal strengths more effectively
- Increasing your flexibility in adapting to and working with others

#### Workplace Productivity and Motivation

- Communicating with and influencing others more effectively
- Understanding what the concepts of “achievement” and “reward” mean to different people
- Preventing and managing conflict more skillfully

#### From Workshop to Workplace

- Developing your action plan to implement the skills you have learned to improve your personal and professional effectiveness



Faculty and Learning Approach

*As an integral part of McGill's Desautels Faculty of Management, the Institute's faculty team is comprised of McGill University professors and lecturers as well as highly-rated academic and business experts from around the world.*

*Please visit our website to review the complete faculty team assigned to this program.*