

## Powering Growth Through EQ

Build your Emotional Intelligence with concrete tools and strategies



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

Manager, TELUS

### OVERVIEW

The key to successful teams, organizations and businesses is not only in hiring the most intelligent and qualified people; it is found in the “edge” that allows them to thrive. That edge is Emotional Intelligence (EQ).

People with high EQ are able to identify, use and manage emotions well in themselves and others – and this is at the heart of leadership, productivity, wellbeing and effective relationships. Research clearly shows that EQ is made up of a set of distinct and measurable emotional and social skills that can be learned and improved through training and practice.

In this highly acclaimed, interactive, two-day workshop, you will be introduced to a model of EQ and will be given concrete strategies and tools to help you optimize your own EQ. We will start by building awareness of your perceptions, attitudes, interpersonal strengths and challenges and your emotional “hot buttons”. We will then examine the motives, values and drivers of your behaviour and the behaviour of others so that you will be able to communicate more effectively, manage conflict more successfully, make better decisions and cultivate more positive relationships.

### KEY BENEFITS & TAKEAWAYS

- Understand why emotions are key
- Effectively manage your stress response
- Cultivate more productive and positive relationships
- Communicate and influence more effectively
- Learn to build high-functioning teams
- Build your personal action plan to strengthen your EQ
- Increase your team’s productivity
- Minimize conflict within your organization
- Retain top talent
- Improve the overall working culture

## WHO SHOULD ATTEND?

This program is indispensable for professionals and managers at any level including executives, project managers and team leaders, who are seeking to improve their professional and interpersonal effectiveness.

It is particularly useful for anyone moving into a new supervisory position. Skills acquired in this program are directly related to leadership, communication, influence, conflict management and teamwork.

## 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 EQ – understand the importance of Emotional Intelligence in effectively managing your work relationships
- Learn about EQ's impact on productivity, success and well-being in the workplace
- Define the 5 domains of EQ and associated 15 competencies
- Work with a framework to build your self-awareness and improve your challenging relationships

##### Deepening your Self-Awareness

- Connect with and effectively use your emotional information to make better decisions
- Identify and manage your emotions and “hot buttons” under pressure
- Learn about critical EQ skills and gain awareness of your own EQ competencies
- Experience activities and exercises designed to help you develop your EQ

##### Emotional Intelligence and Your Team – Deepening your Understanding of Others

- Understand the qualities of emotionally intelligent leadership
- Examine your workplace relationships
- Understand the importance of empathy in the workplace and develop your empathic leadership
- Foster increased employee satisfaction and collaboration

#### DAY TWO

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

- Build awareness of your own and other motivational value systems and how to work effectively together
- Understand your reactions at work
- Use your personal strengths more strategically
- Increase your flexibility in adapting to and working with others

##### Workplace Productivity and Motivation

- Communicate with and influence others more effectively
- Understand what the concepts of “achievement” and “reward” mean to different people

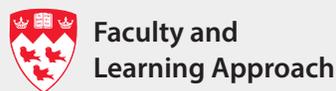
##### From Workshop to Workplace

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

##### Optional Post Seminar Coaching

Contact us for more details on how you can we can tailor a post-seminar coaching session to your personal or organizational needs.

- Work one-on-one with the EQ-I 2.0 assessment
- Target and formulate a plan for optimal results



**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.*