

Emotional Intelligence for Workplace Success

Build effective relationships for work productivity



“ The McGill Executive Institute is the best way to renew your energy and commitment to success, while improving your ability to lead in today's world of constant change. ”

Alain Laforest - BMW Canada Inc.

OVERVIEW

Emotional Intelligence (EI)– our ability to identify, use and manage emotions well in ourselves and our relationships– is at the heart of leadership, productivity and effective collaboration in the workplace. It is what distinguishes top employees from the rest.

This highly interactive two-day workshop introduces a model of EI and its skills to help you be more effective in your job role and everyday life. It starts by looking at your interpersonal strengths and challenges, your “hot buttons”, and how to manage them. You will then look at the motives, values and drivers in the behaviours of others in order to manage and improve relationships and communicate more effectively.

KEY BENEFITS & TAKEAWAYS

- Understand what Emotional Intelligence is and learn how to use it to improve your relationships
- Enhance productivity by better managing the emotional impact of working with others
- Identify your strengths and emotional “hot buttons” in order to manage them proactively and effectively
- Increase your personal impact in contributing to high-functioning teams
- Grasp underlying motivations and values which drive relationships and behaviours
- Raise your self-awareness, confidence and ability to make better decisions
- Prevent and manage conflict more skillfully
- Receive takeaway tools and strategies to strengthen your interpersonal skills and 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

SEMINAR LEADER



Jane Reichman Van Toch

Jane Reichman Van Toch specializes in strengthening individual, team and organizational performance. She began her career as a practicing lawyer in the private sector, later transitioning to the role of educator/consultant in the areas of organizational effectiveness, leadership and emotional intelligence. Jane came to McGill University in 2010 as Senior Advisor - Organizational Development and Talent Management, later joining the McGill Executive Institute faculty. Jane holds two Bachelor of Law degrees from McGill and a Masters in Human Systems Intervention (Organizational Development) from Concordia.