



Improving Organizations  
and Changing Lives



# Emotional Intelligence Essentials

## Content Summary

Emotional Intelligence, the ability to manage and understand your emotions is a critical skill of successful managers. It is especially important as managers navigate difficult conversations in the workplace. High levels of emotional intelligence have been linked to higher levels of performance and even positive impact on physical health. In this class managers will learn what emotional intelligence is, how to improve their emotional intelligence including managing reactions to difficult situations and communication with empathy.

### **What is Emotional Intelligence**

We will explore the definition and the most important elements of emotional intelligence.

### **Importance of Emotional Intelligence**

Participants will self-assess themselves on the key elements of emotional intelligence. We will also review the current state of emotional intelligence and why it is so important for managers today.

### **Why We React the Way We Do**

We will explore why we react the way we do and why some people react angrily and others calmly? Participants will learn the key elements that drive our behavior and reactions.

### **Strategies for Self Management**

Participants will learn three strategies for managing their emotions more effectively in difficult situations.

### **Communicating with Empathy**

Communicating with empathy can both help diffuse difficult situations and set a caring tone. Participants will learn and practice the key skills of communicating with empathy, especially in difficult situations.

### **The Most Successful EI Habits**

We will explore the habits of the most emotionally intelligence people and how to incorporate these habits into our daily routines.

The content above can be customized and delivered in in a highly interactive one day live session.

[solutions@capabilitycreators.com](mailto:solutions@capabilitycreators.com)

248.705.7954

