

# EMOTIONAL INTELLIGENCE

## Training Topics:

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*"Quite Simply, Emotional Intelligence is the Intelligent Use of Emotions."- Goleman*

### **I. Emotions – where they come from and how they affect you:**

- What is your typical response to difficult people and situations? How is it working for you?
- How to see situations and people the way they really are – without distortion or judgments
- Stop the emotional train by detecting exactly when an intense emotion is taking over
- The E-factor: Overcome draining emotions and regain your energy and zest for life
- Your hot buttons – 4 ways to keep people from pushing yours
- A remarkable process for mastering your emotions

### **II. Know how to eliminate behaviors and habits that hinder success:**

- How to face up to conflict, in spite of the almost irresistible urge to run away
- How to give yourself the most wonderful gift of all – the ability to choose your emotional response on the spot
- How to stop worry from spiraling out of control
- The single best way to turn off negative self-talk
- Take control of anger and other strong emotions
- Common misconceptions about anger – and how to replace them with the truth
- New, healthy ways for releasing anger
- Reinterpreting events that would normally cause you to "lose it"
- How and why to detect underlying causes of anger (without going to a therapist)
- How to rewire your brain and stop overreacting – for good
- How to see anger as a feeling – not an insurmountable fault
- Replacing patterns of distorted thinking with "reality thinking"

### **III. Stay positive and productive in the midst of workplace change:**

- The very real connection between stress and intense emotions
- Dealing with workplace changes you have no control over – the secret to "going with the flow"
- Why some people thrive on the feeling of being overwhelmed
- How to act calmly under pressure – and feel that way inside, too
- Scientifically proven ways to remove stress and the symptoms associated with it
- A new way to look at communication and how it can protect you from emotional overload

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*“When I say manage emotions, I only mean the really distressing, incapacitating emotions. Feeling emotions is what makes life rich. You need your passions.” - Daniel Goleman*

## **Training Hours:**

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The duration of the training program will be 8 hours

## **Training Methodology:**

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- PowerPoint Presentation
- Role Plays
- Games and Group Activities
- Movie and audio clips