

Developing Emotional Intelligence



The most impactful people demonstrate high levels of Emotional Intelligence. This course helps participants understand and leverage emotional intelligence in modern organizations. Through exercises, case studies, and discussions, they understand how to identify and moderate their emotions and the emotions of others, ultimately learning how to build strong relationships both within and without organizations.

Stabilizing the ship in troubled waters

More so than other individual competencies, organizations all around the world look for high emotional intelligence in their people. Why? Because emotional intelligence helps tie all their functional skills together and exercise them for maximum effect.

Key Takeaways

- Understand how emotional vocabulary is important in understanding oneself
- Learn the role emotions play in influencing our behavior and the behavior of others
- Deploy useful tools and techniques to regulate emotions
- Learn to empathize with others and manage relationships successfully

Course Outline

- Defining Emotional Intelligence
- The principles of emotional intelligence
- Emotional vocabulary and its relevance
- The Emotional Intelligence Framework
- Methods to regulate emotions
- Building empathy
- Building and managing relationships by leveraging the EI framework
- Solving caselets on managing relationships

Learning Format



KNOLSKAPE's EI@Work simulation puts participants in the role of the leader of a team that is in a state of disharmony following a major organizational event. As participants deal with the challenges thrown at them, they will realize their strengths and blind spots in the emotional management of themselves and their team members. This simulation illustrates how the team's need for empathetic leadership can coexist with the organization's need for business performance.