



Developing Your Emotional Intelligence In The Workplace

"Anybody can become angry - that is easy, but to be angry with the right person and to the right degree and at the right time and for the right purpose, and in the right way - that is not within everybody's power and is not easy." Aristotle

Research over the last 20 years has shown that individuals who have developed their Emotional Intelligence are between 40 -122% more effective, especially in roles that require influencing and guiding other's choices (such as leaders, sales and customer service). It has been said that the EQ (or understanding of Emotional Intelligence) will trump having a high IQ due to the power of Emotional Intelligence to assist in collaboration and productivity. Having coached thousands of Executives in over 20 years, I can confirm this to be true!

The Emotional Quotient provides simple, systematic and accurate feedback for developing one's emotional intelligence. With an increase in EQ, individuals and teams will enjoy a significant improvement in their personal and professional relationships, as well as more rewarding interactions with others.

The EQ is used in coaching and training programs for developing teams, communication effectiveness, conflict resolution, sales effectiveness and other training associated with creating more effective relationships.



The EQ is a powerful tool that measures a person's Emotional Intelligence in key areas:

Interpersonal Skills – The ability to identify and understand how to effectively relate to, work with and motivate others. This is made up to two key competencies

Empathy – The ability to understand the emotional makeup of other people and the skill to treat people according to their emotional reactions.

Social Skills – Proficiency in managing relationships, building networks and the ability to find common ground to build rapport.

Intrapersonal Skills – The ability to understand yourself, form an accurate concept of yourself and apply that concept to operate effectively.

Self-Awareness – The ability to recognise and understand your own moods, emotions, and drives, as well as their effects on others.

Self-Regulation – The ability to control or redirect disruptive impulses and moods. This includes the propensity to suspend judgement, to think before acting.

Motivation – A passion to work for reasons that go beyond money or status and to pursue your goals with energy and persistence.

By quantifying & measuring the skills above, the TTI Emotional Quotient is able to accurately identify a person's overall Emotional Intelligence.

"We cannot tell what may happen to us in the strange medley of life. But we can decide what happens in us, how we can take it, what we do with it and that is what really counts in the end."

Joseph Fort Newton



What will we cover?

Introduction to EQ - Learn about the biological basis for EQ and the essentials of the four-core skill model

Why EQ Matters - Understand the business case, including the critical link between EQ and performance

Measuring Your EQ - Debrief your results from the Emotional Intelligence Appraisal® Me Edition

Observe EQ in Action - Deepen awareness of what EQ looks like and sounds like on the job

Create EQ Action Plan - Incorporate proven strategies to take new, improved behaviours with you back to the job

Self-Awareness - Master the emotions that have a negative impact on your decision-making and behaviour

Self-Management - Squash negative self-talk and achieve new levels of self-control

Social Awareness - Discover how others view your EQ with the Emotional Intelligence Appraisal and create an EQ development plan

The Art of Social Awareness - Develop the critical listening and observational skills that truly put you in the other person's shoes

Relationship Management - Master the emotional component of conflict for improved relationships and teamwork:

- Understand the difference between aggressive, passive and assertive communication
- Master your own emotions in a conflict situation
- Listen without judgment and ask focused questions
- Active listening techniques
- Improving your EQ to build better working relationships
- Understand the impact of body language