



# EMOTIONAL INTELLIGENCE

***"What really matters for success, character, happiness and life-long achievements is a definite set of emotional skills - your EQ - not just purely cognitive abilities that are measured by conventional IQ tests."***

**- Daniel Goleman, Ph.D.**

## **Training Topics:**

---

### **The elements of Emotional Intelligence (Daniel Goleman):**

1. Self-awareness
2. Managing self
3. Motivation
4. Empathy
5. Social skills

#### **1. Self-awareness**

- Understanding One's EQ
- Knowing your hot buttons
- Emotional Literacy

#### **2. Managing Self:**

- What is your typical response to difficult people and situations? How is it working for you?
- Stop the emotional train by detecting exactly when an intense emotion is taking over
- How to give yourself the most wonderful gift of all—the ability to choose your emotional response on the spot



# EMOTIONAL INTELLIGENCE

## 3. Self-motivation

Improving confidence levels and increasing performance levels by changing/altering one's mindset, focusing on:

- Belief systems
- Thoughts
- Behaviors

## 4. Empathy

- Understanding situations from different perspectives
- Using appropriate empathy in situations

## 5. Social Skills

### Emotional Intelligence in Workplace Relationships:

- Managing conflict
- Persuasion
- Bonding
- Conflict management
- Influencing skills

### Training Hours:

---

The duration of the training program will be 8 hours (1 day).

### Training Methodology:

---

- Instructor Led Training
- Role Plays & Simulations
- Games and Group Activities
- Movie and Audio Clips



# EMOTIONAL INTELLIGENCE

## Resources Required:

---

- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers

