

# EQ for Enhanced Interactions

*Understand core emotional intelligence concepts and assess skills for enhanced work performance and leadership*

## ▶ PROGRAM BENEFITS

In order to be successful in performance and leadership at work --externally with customers, clients, and alliances and internally with teams and colleagues-- requires the effective awareness and regulation of one's own emotions and understanding those of other people. *EQ for Enhanced Interactions* program is an interactive session that develops understanding of four core EQ elements- - Self-Awareness, Self-Regulation, Social Awareness, and Relationship Management-- and after a formal self-assessment inventory, brings awareness to individual strengths and areas for enhancement. Participants learn skills to create more balance in the areas of emotional intelligence for personal empowerment and an increase in receptivity, empathy, accountability, engagement and creative emotional response at the workplace.

## ▶ PROGRAM OBJECTIVES

- Understand how emotion drives behavior & the physiological underpinnings of reactivity
- Learn self reflection, emotional mobility
- Reduce upset and negativity
- Gain skills for successful interactions
- Take ownership and accountability in difficult situations
- Utilize tools for increasing engagement and leadership

## ▶ IMPLEMENTATION/CUSTOMIZATION

*EQ for Enhanced Interactions* includes a self-assessment inventory taken by each participant resulting in a formal personal report, a virtual introductory one-hour webinar, and a virtual or face-face session to understand the core areas of emotional intelligence, review the report results to reinforce strength components and consider areas for enhancement, and provide best practices to fill the gaps. Typical length is 6 to 8 hours including self-assessment, virtual webinar, and session.

Components:

- EQ Definition
- Emotional Intelligence Competencies
- Your Balanced Brain & Your Brain in Reaction
- Triggers and Fears
- Best Practices
- Emotional Intelligence Skill Enhancement
- Action Plan for Improvement

The final assessment report includes some suggested exercises for enhancing specific skills and the opportunity to re-test using the same self-assessment inventory at an appointed timeframe (such as after 6-12 months) to gauge individual improvement.

## ▶ AUDIENCE

Employees at all levels and from all areas of the organization.