

Increasing Your Emotional Intelligence Knowledge Course

Table of Contents

Course Objectives

Glossary

Chapter One:

What Is Emotional Intelligence?

What is Emotional Intelligence?

Emotional Intelligence Defined

Categories of Emotional Intelligence

Emotional Intelligence vs. IQ: Example

Emotional Intelligence vs. IQ

Emotional Intelligence Self-Assessment

Sources of Emotional Intelligence

Nature or Nurture?

Argument for Nature ... versus Nurture

How Emotions Impact Performance

Emotional Intelligence: Mood

Emotional Intelligence: Hope

How High Achievers Think

High Achievers Move Forward

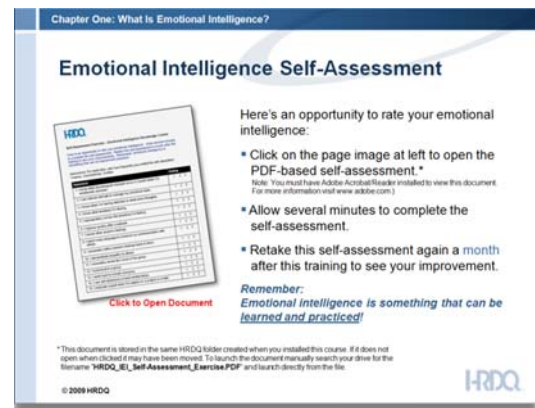
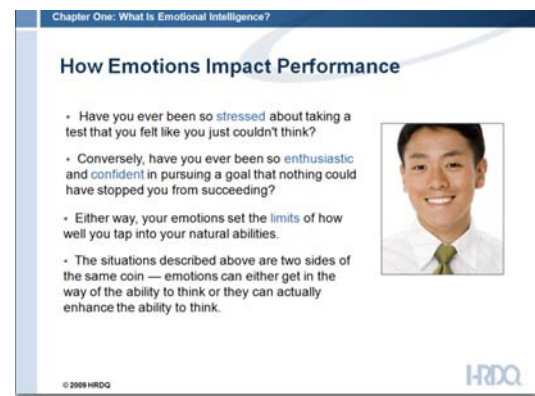
How High Achievers = Flexibility

More Traits of High Achievers

Chapter Two:

Knowing Your Strengths and Limitations

Knowing Your Strengths and Limitations



ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

Increasing Your Emotional Intelligence Knowledge Course

Table of Contents

-- Continued --

Four Facets of Awareness

Common Blind Spots

Overcoming Blind Spots

Developing Self-Control

Emotional Signs: Physical

Keeping Disruptive Emotions in Check

Negative Self-Talk

Controlling Disruptive Emotions

Controlling Disruptive Emotions: Tips

Avoiding Distorted Thinking

Avoiding & Changing Distorted Thinking

Exercise: Managing Yourself

Motivating Yourself (Intrinsic)

Motivating Yourself (Extrinsic)

Motivating Yourself: Resources

Motivating Yourself

Exercise: Mental Imagery

Chapter Three:
Working With Others

Developing Empathy


Becoming More Empathetic

Developing Empathy: Examples

Chapter One: What is Emotional Intelligence?

How High Achievers Think

- "I told Erin, the training department manager, that she'd have to **limit costs** by 20 percent over the next year," says Steve, the CEO of a large bank.
- "I expected her to fly off the handle and have a very **stressful** reaction. Instead, she looked at it as an interesting challenge. She actually managed to improve the training while cutting costs. I was very pleasantly surprised."
- Erin is a **high achiever**. Her approach to work and problem solving helps her experience more success. She also experiences less frustration along the way than do many of her coworkers.



© 2009 HRDQ HRDQ

Chapter Two: Managing Yourself

Four Facets of Awareness


Unconscious Incompetence	Conscious Incompetence
You don't know what you don't know	You know what you don't know
Unconscious Competence	Conscious Competence
A natural part of you	You know what you know

- **Blind spots** occur in the area of unconscious incompetence. For emotionally intelligent people, this facet is very small.
- A "Catch-22" about blind spots: To acknowledge them is to admit **shortcomings**, which we don't want to do, so instead we stay blind and resistant.

© 2009 HRDQ HRDQ

Chapter Two: Managing Yourself

Motivating Yourself (Intrinsic)



Sources of Motivation:
The task itself (Intrinsic Motivation*)

- Content
- Choice
- Collaboration

* Note: Intrinsic motivation occurs when the job itself is fulfilling — when the content (tasks and responsibilities) is interesting to you, when you have choices and control over how you carry out your responsibilities, and when you have an opportunity to collaborate with others.

© 2009 HRDQ HRDQ

ALL TITLES ARE FULLY CUSTOMIZABLE AND CAN BE DISTRIBUTED ON AN UNLIMITED BASIS.

Increasing Your Emotional Intelligence Knowledge Course

Table of Contents

-- Continued --

Lack Of Social Skills

Social Skills and Emotional Intelligence

Improving Your Social Skills

Nurturing Relationships

Nurturing Relationships: Examples

Communications Skills

Improving Communication Skills

Communications Skills: Examples

Team-Building Skills

Improving Team-Building Skills

Conclusion

Order Online.

Call us at 800.257.4916

