



# ••• Emotional Intelligence

Research has proven that our emotional intelligence (EQ) is more reliable in predicting success than our intelligence quotient (IQ). In this course, we explore the topic of EQ and how to develop our own EQ; thereby increasing our success with our career and relationships both inside and outside of the workplace.

**Emotional Intelligence** is the capacity to recognise and effectively manage emotions in ourselves and with others. Emotional intelligence increases our ability to make effective decisions, build relationships, deal with stress, and cope with change.

As prework, participants take the Bar-on EQ-i Inventory. This inventory is the first scientifically validated and most widely used EQ assessment in the world. The EQ-i Inventory examines an individual's social and emotional strengths and weaknesses. After completing the inventory, participants will receive a comprehensive report, which they will utilise during the session.

The course begins by defining EQ and identifying why EQ is important to organisational, team, and personal success. Participants will learn how emotions affect the brain, giving participants a fundamental understanding of the physiology of emotional intelligence.

Next, the four-part Emotional Intelligence Model is introduced and becomes the structure for the day's activities. The two skills emphasised in the model are personal and social skills, each of which brings multiple layers of self-improvement.

The course ends with participants creating an EQ development plan where they identify both personal changes they wish to make and the behaviours needed to make these changes. To further strengthen their development, they then share their plan with a partner who will provide feedback and final insights.



# Objectives

After completing this course, you will be able to:

- Define emotional intelligence and how it relates to personal and organisational success
- Apply tools to increase personal skills: self-awareness and self-management of personal emotions
- Analyse and interpret online assessment results from the EQ-I Inventory
- Apply tools to increase social skills: recognising the emotions in others and responding to those emotions

## Key Outcomes

- Improved decision making
- Improved business relationships
- Improved management of people

**Duration** | This course has an 8-hour agenda

**Target Audience** | Manager of People

**Class Size** | This course is designed for up to 12 participants

**Available Language** | English

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