

# Managing and Leading with Emotional Intelligence

## Course outline

Provided by: Performance Management Consultants – PMC Training



<b>Reference no.</b>	192-16
<b>Duration</b>	2.00 day(s)   12:00 hours <sup>1</sup>
<b>Website link</b>	<a href="https://pmctraining.com/training/managing-and-leading-with-emotional-intelligence/">https://pmctraining.com/training/managing-and-leading-with-emotional-intelligence/</a>

### ***Deliver Higher Performance and Manage Change Better***

Leadership and management are some of the most challenging roles in work and business. Leaders strive to achieve results while effectively leveraging the skills and talents of their teams. In today's workplace it is critical to recognize that people bring both their minds and their emotions to work and the reality is that emotions drive performance. The research is clear—leaders who have higher levels of emotional intelligence create positive work environments, generate higher levels of employee engagement, deliver higher performance, manage change better and experience less work-based stress.

This course considers the impact of emotional intelligence (EQ) on leadership and organizations. It presents research that supports the business case for EQ in the workplace. Participants will be introduced to key concepts of EQ and self-evaluate their current leadership style, identifying areas of strengths and opportunities for development. Participants will build knowledge and skills related to self-awareness and self-regulation and how to be emotionally intelligent leaders. The second half of the course will focus on how to use EQ to motivate teams and implement practical strategies for organizations.

### **Learning outcomes**

#### **By the end of this workshop, you will be able to:**

- Understand the key components of emotional intelligence as they relate to leadership
- Understand the business case for emotional intelligence
- Understand the characteristics of high emotional intelligent leaders and organizations.
- Complete a self-assessment to help identify strengths and opportunities for growth
- Develop stronger self-awareness and practice using tools to support self-awareness
- Understand strategies for managing triggers and fight-flight-freeze responses
- Develop skills to effectively respond to the emotions of others
- Understand how to use EQ to motivate individuals and teams
- Develop strategies for implementing EQ in the workplace

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<sup>1</sup> The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Be better equipped to influence organizational culture
- Complete a EQ Action Plan

## Workshop topics

### Leadership and EQ

- Defining emotional intelligence
- Components of EQ
- Self-Awareness and Regulation
- The Law of Connection
- System 4 Management

### EQ for Business and Organizations

- Benefits of EQ for Leadership and Organizations
- Business case for EQ and Organizations
- EQ for higher productivity and collaboration

### Leadership and Self-Awareness

- Traits of high emotionally intelligent leaders
- Leadership self-assessment
- Tools for raising self-awareness

### Leadership and Self-Regulation

- Brain function and EQ
- Understanding cognitive frameworks
- Strategies for building resilience and positivity
- Responding to the emotions of others
- Empathy and active listening

### EQ and Organizations

- Intrinsic and Extrinsic Motivation
- Why Maslow Matters Today
- Performance and Job Satisfaction
- Influencing Organizational culture

### Personal Development

- Leadership Action Plan

## Prerequisites

There are no prerequisites for this course.

## Who should attend this course?

This workshop is designed for managers or leaders who are looking to improve their emotional intelligence to lead people and influence organizations more effectively. This workshop takes key concepts of EQ and applies them to leadership styles and situations as well as how to improve organizational culture to be more emotionally intelligent.