

Course Overview:

The performance of individuals is important as it determines the individuals' success and the survival of the organization. In this course we will provide participants with the means to improve their performance levels through the competency that, more than any other, impacts everything one says and does. Emotional intelligence (EI) is that competency and it has been proven to be an important predictor of performance in the workplace, a strong driver of leadership and a main force behind personal and organizational excellence. Participants to this course will explore and apply strategies that focus their energies and help them connect constructively with customers and colleagues for a more engaged and performing work environment.

Course Objective:

By the end of the course, participants will be able to:

- Explain the link between EI and performance
- Identify their personal and social competence scores
- Develop their 'personal competence' to optimize professional success
- Develop their 'social competence' to optimize organizational success
- Apply the EI blueprint for continuous improvement

Course Outline:

Emotional intelligence is linked to performance

- The ROI of developing emotional intelligence
- Effective EI skills predict leadership excellence
- EI predicts successful individual performance
- EI predicts successful organizational performance
- EI is a key differentiator for your personal brand
- EI is a key differentiator for your organizational environment
- EI assessment and EQ score

Emotional Intelligence: The personal competence

- Emotional intelligence, IQ, and personality EQIQPersonality
- The bedrock of EI: Self-awareness
- When emotions hijack our ability to reason The emotional brainThe rational brain
- Personal competence: What I see Accurately perceiving my emotionsStaying aware of my emotions as they happen
- Personal competence: What I do Using awareness of my emotions to stay flexibleUsing awareness of my emotions to positively direct my behavior

Emotional Intelligence: The social competence

- Social competence: What I see Accurately picking up on emotions in other peopleUnderstanding what is really going on
- Focusing on understanding rather than judging
- Avoiding triggering emotional hijacks in others Using questionsAvoiding statements
- Social competence: What I do Using awareness of my emotions to manage interactions successfullyUsing awareness of others' emotions to manage interactions successfully

Personal Competence Management

- Self-awareness strategies Quit treating my feelings as good or badObserving the

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

ripple effect from my emotions
Leaning into my discomfort
Feeling my emotions physically
Knowing who and what pushes my buttons
Watching myself like a hawk
Visiting my values
Seeking feedback

-Self-management strategies
Breathing right
Creating an emotion list versus a reason list
Making my goals public
Counting to ten
Sleeping on it
Smiling and laughing more
Taking control of my self-talk
Cleaning up my sleep hygiene
Including a mental recharge in my schedule

Social Competence Management

-Social awareness strategies
Greeting people by name
Watching body language
Making timing everything
Developing a back-pocket question
Not taking notes at meetings
Watching EQ at the movies
Practicing the art of listening
Stepping into their shoes
Seeking the whole picture
Catching the mood of the room

-Relationship management strategies
Being open and curious
Avoiding giving mixed signals
Taking feedback well
Building trust
Having an "Open-door" policy
Only getting mad on purpose
Acknowledging the other person's feelings
Explaining my decisions, not just make them
Making my feedback direct and constructive
Aligning my intention with my impact
Offering a "Fix-it" statement during a broken conversation

Who Should Attend:

Individuals, business professionals, and managers/project managers, who want to enhance their personal, professional, and organizational performance for a successful life.