



COURSE OUTLINE

COMMUNICATE EFFECTIVELY THROUGH EMOTIONAL INTELLIGENCE

OVERVIEW

The importance of emotional intelligence (EQ) among employees cannot be overstated. This comprehensive training program is designed to empower participants with the knowledge and tools necessary to apply emotional intelligence effectively in their roles. By focusing on self-awareness, self-regulation, empathy, and social skills, participants will enhance their ability to communicate effectively, build positive relationships with everyone in the organization, and create a supportive positive environment.

TRAINING OBJECTIVES

- Improve your professional, and personal, relationships.
- Achieve greater work satisfaction and happiness.
- Facilitate collaboration on your team
- Enhance your leadership development.

METHODOLOGY

The training program will employ the following methods

- Instructor-led sessions
- Interactive discussions
- Hands-on exercises

AGENDA

INTRODUCTION TO EMOTIONAL INTELLIGENCE

- Explore the importance of Emotional Intelligence in the workplace.
- Discuss the significance of EQ compared to IQ.
- Define Emotional Intelligence and its main pillars.



EXPECTED OUTCOME:

Participants will gain a clear understanding of what emotional intelligence is and why it is crucial in an educational setting.

They will appreciate the importance of EQ compared to IQ and be able to identify the main pillars of emotional intelligence.

DISC PERSONALITY TYPES

- Utilize the DISC Personality Types tool to improve self-awareness, communication, productivity, and teamwork.
- Identify and understand the characteristics of each personality type.
- Learn strategies for effectively dealing with different personality types in the workplace.



EXPECTED OUTCOME:

Participants will develop an awareness of their own personality type and that of their colleagues, enhancing their ability to understand and collaborate effectively with different personalities.

They will acquire practical strategies for working harmoniously with various personality types in the organization's environment

SELF-AWARENESS

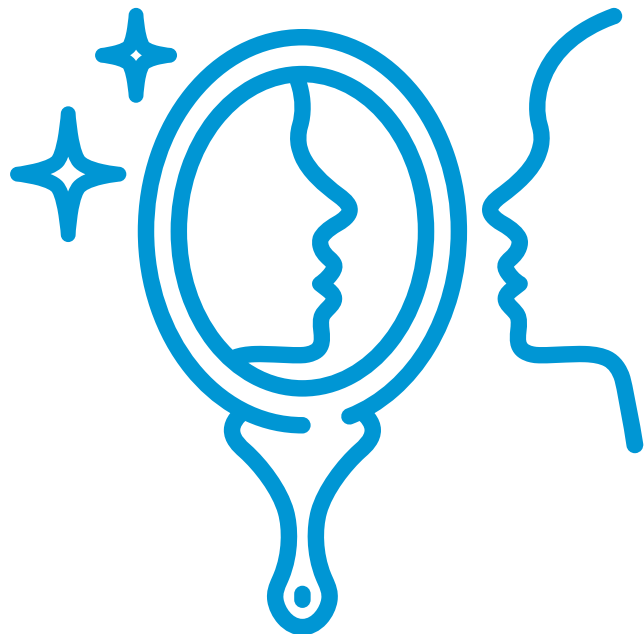
- Understand the importance of emotions in our daily lives.
- Examine the impact of habits on self-awareness.
- Explore techniques for building new, positive habits.



EXPECTED OUTCOME:

Participants will recognize the significance of emotions in their daily interactions with peers and employees.

They will understand how their habits impact self-awareness and leave with tools and techniques to build new, positive habits that contribute to heightened self-awareness



SELF-REGULATION

- Discover the importance of the "pause button" in emotional regulation.
- Learn to recognize and manage emotional hijacking.
- Explore the connection between thoughts, feelings, and behavior through the state cycle.
- Utilize the TIE (Thoughts, Intentions, and Emotions) framework.
- Analyze real-world case studies to apply self-regulation techniques.



EXPECTED OUTCOME:

Participants will learn to effectively regulate their emotions, use the "pause button" to avoid emotional hijacking, and make more thoughtful choices based on the consequences of their actions.

They will be able to apply the TIE framework and demonstrate proficiency in managing their emotions, especially in challenging situations at the organization.

MOTIVATION AND RESILIENCE

- Conduct a SWOT analysis to identify strengths, weaknesses, opportunities, and threats.
- Practice optimism as a motivational tool.
- Understand the concept of working within one's circle of control.
- Enhance self-confidence through practical exercises.
- Explore the power of visualization and expanding one's comfort zone.



EXPECTED OUTCOME:

Participants will conduct a SWOT analysis to identify areas for personal growth and motivation.

They will develop the ability to practice optimism, work within their circle of control, enhance self-confidence, and employ visualization techniques to boost motivation and resilience, both for themselves and their employees.

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EMPATHY

- Define empathy and differentiate it from sympathy.
- Learn practical methods for practicing empathy.
- Apply empathy skills specifically within a work context.

EXPECTED OUTCOME:

Participants will differentiate empathy from sympathy and acquire practical skills for demonstrating empathy, especially in interactions with employees.

They will be better equipped to understand the perspectives of their employees and peers, ultimately building stronger, more empathetic relationships.



SOCIAL SKILLS

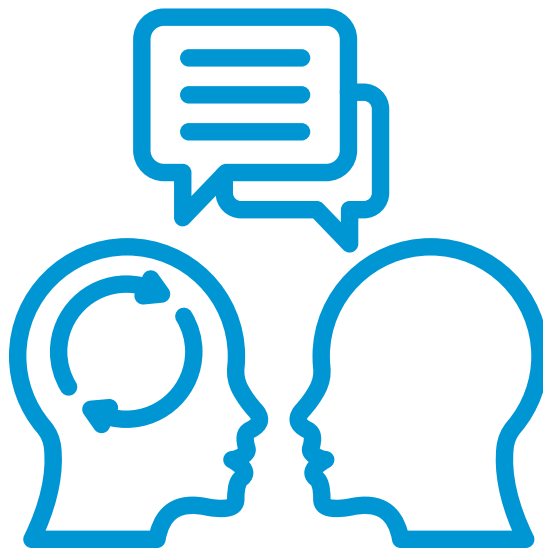
- Develop effective communication skills for interacting with colleagues and superiors.
- Explore best practices for fostering positive social interactions.



EXPECTED OUTCOME:

Participants will enhance their interpersonal communication skills and gain confidence in engaging with employees and peers effectively.

They will leave with practical techniques for fostering positive social interactions within the organization's environment.



WRAP-UP

- Summarize key practices for integrating EQ into daily work and life.
- Set personal development goals based on the training.



EXPECTED OUTCOME:

Participants will summarize the key practices learned throughout the training program and set personal development goals based on their newfound emotional intelligence skills.

They will be prepared to integrate EQ into their daily work, creating a more positive and supportive learning environment for employees



program duration
8 hours



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