BETTER BUSINESS: Emotional Intelligence



Key Takeaways:

– Understanding how improving emotional intelligence benefits daily success
– Identifying ways to improve how you deal with:
– Managing personal behavior
– Navigating social situations
– Making personal decisions
– Utilizing techniques and methods to improve self-awareness, self-regulation, self-motivation, social awareness, and social skills
– Developing verbal and nonverbal communication skills

Course Description

The aim of this course is teach you the importance of emotional intelligence in social situations, specifically the workplace. Have you ever been in a situation where someone rolled their eyes at you, stormed out, pounded their fists on the table, or told you off? Have you ever done that to anyone? On either ends of those situations, nobody is happy. The work environment feels awkward or hostile, productivity is lowered, and it’s difficult to approach others afterwards. Often, what is needed is improved emotional intelligence. That sounds patronizing, but emotional intelligence is crucial for effective communication and relationships. There’s nothing weak or demeaning about having working on emotional intelligence, it can only make you more empathetic to others and foster easier relationships.

Through this course, we will explore examples of the influence that emotional intelligence has on the workplace. You will learn about the five domains of emotional intelligence (self-awareness, self-regulation, self-motivation, social awareness, and social skills), in addition to actual techniques that you can practice to improve each of them. Some of the techniques that we have inserted in this course include verbal and nonverbal communication skills. As well, we will focus on the importance of values such as empathy, optimism, fun, and humour in the workplace as they relate to individual performance and workplace atmosphere.

Our hope is to provide you with techniques and strategies that make emotional intelligence easy and natural for you. We designed this course to make it easier to change behavior for the better, without making you feel walked on or like your losing character. Also, we want to reduce stigma around disagreeing and having negative feelings. After all, what’s important is that you learn strategies to better interact and engage with frustrations, not ignore those feelings or beat them down. Our Emotional Intelligence course is meant to be a welcoming experience to help you be

the best you that you can be with others in the workplace.