

# DYNAMICS OF EMOTIONAL INTELLIGENCE™

## Introduction

Emotional Intelligence (EI) or the degree of this intelligence (EQ) can be defined as the capacity for recognising (EQ) can be defined as the capacity for recognising our own feelings and those of others with whom we have to interact and communicate. It includes self and social awareness of how to motivate our self and those who we may need to lead, influence or work closely.

In 1998, research into more than 500 organizations showed that EI accounted for over 85% of the performance of outstanding leaders. It was EI that predicted superior performance among employees.

When we want to communicate well, influence others, as in leading, selling, negotiating or managing conflict, it is how we emotionally connect and engage with others that determine interpersonal effectiveness.

EI is also about self management, and how we manage our own emotions. People who can inspire and motivate others become an emotional magnet and will attract the cooperation of talented people

## Workshop Contents

- Influence of Personality, Gender and Culture on Thinking, Learning and Communicating
- The Components of EI vs EQ
- The dimensions of EI and how to measure EQ
- Comparing EI with Intellectual Intelligence (IQ)
- Contrasting EI with a model of over ten intelligences
- The Neuro-Physiological of Emotions and what happens in the brain and body when we experience emotional feelings.
- The Nature of Emotions and how to recognise positive and negative emotions.
- Influence of Culture and Gender on Emotional Expression
- Personality factors in Expressing and Managing Emotions
- EI skills in communication
- EI and Leadership Development
- Practical factors in expressing and managing emotions
- How to build and strengthen EI
- Personal Development Action Plan

## Learning Objectives

### *By the end of this program, participants will*

- Understand how personality, gender and culture influence thinking, emotional and learning styles.
- Understand the nature and dimension of EI and be able to compare this with the other intelligences that people possess.
- Be able to assess their own level of EI or the Emotional Intelligence Quotient (EQ).
- Learn how to recognise a full range of human emotions and why people feel the way they do.
- Know how to manage the emotions of self and of others withdrawn they have to work.
- Learn how to use certain interpersonal skills such as empathetic listening and reading non verbal cues, essential for building successful relationship.
- Understand the neuro-physiology of emotions and how EI can be strengthened over a period of time.
- Discover how to use EI in various helping relationships as coaching, counselling, counselling, leading and motivating.
- Have a produced a Personal Development Action Plan for continuous strengthening of EI.

## Workshop Methodology

A key and unique feature of this **two day** workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant's to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop. More importantly this allows participants to assess different presentation styles.

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Presentations will be video-taped so that progressive learning and improvement can be measured. Selected multimedia, video or power point visuals augment a comprehensive manual of notes.

## Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client's needs.

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