

# Emotional Intelligence: Achieving Leadership Success



*"What really matters for success, character, happiness and life-long achievements is a definite set of emotional skills - your EQ - not just purely cognitive abilities that are measured by conventional IQ tests."*

- Daniel Goleman, Ph.D.

## Training Topics:

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### The elements of Emotional Intelligence (Daniel Goleman):

1. Self-awareness
2. Managing self
3. Motivation
4. Empathy
5. Social skills

#### 1. Self-awareness

- Understanding One's EQ
- Knowing your hot buttons
- Emotional Literacy

#### 2. Managing Self:

- What is your typical response to difficult people and situations? How is it working for you?
- Stop the emotional train by detecting exactly when an intense emotion is taking over
- How to give yourself the most wonderful gift of all—the ability to choose your emotional response on the spot

#### 3. Self-motivation

Improving confidence levels and increasing performance levels by changing/altering one's mindset, focusing on:



- Belief systems
- Thoughts
- Behaviors

#### **4. Empathy**

- Understanding situations from different perspectives
- Using appropriate empathy in situations

#### **5. Social Skills**

##### **Emotional Intelligence in Workplace Relationships:**

- Managing conflict
- Persuasion
- Bonding
- Conflict management
- Influencing skills

#### **Training Hours:**

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The duration of the training program will be 8 hours (1 day).

#### **Training Methodology:**

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- Instructor Led Training
- Role Plays & Simulations
- Games and Group Activities
- Movie and Audio Clips

#### **Resources Required:**

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- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15



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- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
  - Handouts will be printed/photocopied
  - The LCD projector
  - Audio speakers