



COURSE NAME

Emotional Intelligence At Work

COURSE DURATION

Three days

COURSE DESCRIPTION

The Emotional Intelligence at Work program offered by Arcan Academy is designed to equip participants with the knowledge and skills required to develop and apply emotional intelligence in the workplace. This program covers the principles and concepts of emotional intelligence, including self-awareness, self-management, social awareness, and relationship management. Participants will also learn effective techniques for managing emotions, developing empathy, communicating effectively, and building relationships with colleagues and stakeholders. This program includes lectures, case studies, group discussions, and practical exercises to provide participants with a comprehensive understanding of emotional intelligence in the workplace.

COURSE OBJECTIVES

The objective of the Emotional Intelligence at Work program is to provide participants with a deep understanding of the principles and concepts of emotional intelligence and how to apply them in the workplace. By the end of the program, participants will be able to apply their knowledge to real-world situations, understand effective emotional intelligence techniques, manage their own emotions effectively, develop empathy and understanding for others, communicate effectively with colleagues and stakeholders, and build positive relationships in the workplace. Additionally, participants will learn how to manage conflicts and difficult situations, lead with emotional intelligence, and promote a positive work culture. Upon completing this program, participants will be well-prepared to develop and apply emotional intelligence in the workplace, build strong relationships, and advance their careers. This program is ideal for managers, team leaders, and professionals looking to improve their emotional intelligence and enhance their leadership skills.

COURSE OUTLINES

DAY 1



Introduction to Emotional Intelligence:

- Definition and importance of Emotional Intelligence in the workplace
- Understanding the four components of EI: self-awareness, self-management, social awareness, and relationship management

Self-Awareness:

- Recognizing and understanding one's own emotions, strengths, and weaknesses.
- Developing self-confidence and self-assessment skills
- Enhancing emotional self-control and managing stress

Self-Management:

- Understanding and regulating emotions effectively
- Developing resilience and adaptability
- Setting and achieving personal and professional goals
- Time management and prioritization

DAY 2

Social Awareness:

- Recognizing and understanding emotions in others
- Developing empathy and compassion
- Active listening skills and non-verbal communication
- Cultural awareness and sensitivity
- Relationship Management:
 - Building and maintaining positive relationships
 - Conflict resolution and negotiation skills
 - Teamwork and collaboration
 - Effective leadership and influence

Emotional Intelligence in Decision Making:

- Emotionally intelligent decision-making process
- Balancing logic and emotions
- Managing biases and considering diverse perspectives

DAY 3



Emotional Intelligence and Communication:

- Effective communication skills
- Assertiveness and constructive feedback
- Managing difficult conversations
- Building rapport and trust

Emotional Intelligence and Leadership:

- Leading with emotional intelligence
- Inspiring and motivating others
- Coaching and mentoring
- Managing change and promoting a positive work culture

Applying Emotional Intelligence in the Workplace:

- Using emotional intelligence in various work scenarios
- Handling stress and pressure
- Resolving conflicts and managing emotions in teams
- Enhancing customer service and client relationships

Practicing Emotional Intelligence:

- Self-reflection and self-assessment exercises
- Role-playing and case studies
- Emotional intelligence assessment tools
- Action planning for personal and professional development

TRAINING METHODOLOGY:

- Pre-assessment
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- slides and handouts
- Post-assessment

DELIVERY METHOD:



- In person
- Online