



Understanding & Using Emotional Intelligence (EI)

Understanding and using emotions in a positive way helps pave the way to amazing results in the workplace. Emotionally intelligent leaders know how to get the best out of others even in the toughest situations.

Working in multinational and complex situations requires all the more self-awareness so that you can manage yourself and read the emotional reactions of people around you.

Your challenge is to understand the difference between reaction and response so you build your emotional literacy and ability to cope with demanding people situations.

Attend this program to get some practical tools and techniques that'll help you increase your emotional quotient. EQ is one of today's most prized skills that helps you stand out from the crowd.

How do I know I should attend this workshop?

1. Have you ever thought 'I wish I'd handled that work relationship better'?
2. Do you sometimes get feedback that you are too abrasive in your approach?
3. Would you like to spend time thinking about how to improve camaraderie?
4. Have you ever avoided having a difficult conversation?
5. Are you aware that empathy and compassion are skills that you need to invest in?

If you answer yes to most of these five questions, then this workshop is for you.

What will I do?

You will work on:

- Analyzing EI: self-awareness, self-regulation, empathy and social skills
- Understanding why people believe that EI will be all the more important in the future
- Learning to quell disruptive emotions and to reconsider an improved response to stress
- Understanding how successful teams attribute their success to leveraging emotional intelligence, not IQ
- Practicing finding words that express empathy and compassion

What are the outcomes?

By the end of this workshop you will:

- Appreciate how interpersonal skills matter more than cognitive skills as careers advance
- Be more confident in yourself due to increased self-awareness
- Be more adept at keeping disruptive emotions in check; in particular when under stress



- Be able to reframe situations in order to sustain a resourceful and cooperative mindset when facing adversity
- Be more skilled at expressing empathy and compassion

How do I prepare?

Think about two incidents:

- One in which a relationship went unexpectedly well
- Another in which a relationship went unexpectedly badly

Come to the workshop prepared to think about both of them with the group.

Who is iOpener?

We develop people and organizational performance through the power of happiness at work.