

# Developing Emotional Intelligence at Work

How to Use Soft Skills in the Workplace to Achieve Hard Results

## Introduction

The emotional tools for productive teamwork and team management are covered in this training course, *Developing Emotional Intelligence at Work*. An entirely new method of responding to both the outside world and one is presented by the idea of emotional agility. High emotional intelligence and agility individuals typically achieve success in most facets of their lives. Successful leaders don't downplay or ignore their inner feelings. They tackle problems, on the other hand, with values, awareness, and productivity—developing what we refer to as emotional agility. In the sophisticated, rapidly evolving knowledge economy of today, emotional, and mental self-management is crucial.

Participants in this training programme will get knowledge on how to recognise and control their own emotions as well as those of others. They will also learn how to create a high-performing team by developing emotional agility.

**The focus of this Course N Carry training programme, *Developing Emotional Intelligence at Work*, is to**

- The value of emotional intelligence to your company
- The idea of emotional intelligence
- Recognising minute expressions
- Gaining understanding of and compassion for others' emotions
- Inner voices and inner sensations as a source of leadership
- Using perception and feeling to lead
- Using emotional intelligence to manage crises
- Creating a productive and healthy work environment

## Objectives

**Upon completion of this training programme on " *Developing Emotional Intelligence at Work*," you will be able to:**

- Use strategies and tools for emotional agility in your day-to-day work.
- More effectively manage conflict and complicated situations
- Improve your ability to communicate with bosses and subordinates.
- Boost your rapport with coworkers in the workplace.
- Create resolute and prosperous teams

- Establish a culture of coaching and mentoring at work.

## Training Methodology

To guarantee that the material presented is understood, comprehended, and retained to the fullest, this course will employ a variety of tried-and-true adult learning strategies. This includes lively talks that bolster each subject and engaging, trainer-led discussion sessions. Additionally, there will be hands-on workshops where participants can practise and engage in activities connected to the course. To help with learning, there will be enjoyable and useful tasks, quick video presentations, small group work, and feedback.

## Organizational impacts

- The capacity to be emotionally agile at work allows you to build stronger bonds with clients and colleagues and foster a supportive team atmosphere.
- It supports the efficient handling of conflict inside your company.
- Experiencing positive emotions helps people think more broadly and be more receptive to new ideas and opportunities.
- Employee motivation, engagement, and effort levels are all increased when there is emotional agility present.
- Developing self-control, self-awareness, and an awareness of interpersonal dynamics
- Lowered stress levels, improved physical and mental wellness

## Personal Impact

- Handle challenging discussions by employing feelings as a tactical tool.
- Detach from emotions and take charge of your decisions and actions.
- Make minor, deliberate changes to your routines, motivation, and thinking to bring them into line.
- Make use of concepts related to emotional intelligence in the workplace by recognising the efforts of your coworkers.
- Increasing receptivity to fresh viewpoints and novel concepts in order to effect change
- Remaining steadfast despite pressure to give in
- Displaying the self-assurance necessary to influence and lead
- Providing assistance and showing empathy to establish connections

## Who should attend?

The goal of this Course N Carry Developing Emotional Intelligence at Work training programme is to help managers at mid- to senior-level roles become effective team leaders. The goal of this course is to enable you to comprehend, practise, and apply the methods and tools that are covered.

Professionals wishing to go into a managerial position as well as mid-level managers and directors who want to lead their teams more effectively are advised to take the

course.

## Course Outline

### Day 1

#### Emotional Agility (EA): The Basics

- Overview of Emotional Stability
- Emotional Agility Stages
- The significance of EA to your company
- Comparing Organisational and Emotional Agility
- Emotional Abilities
- Investigating techniques for self-awareness

### Day 2

#### Techniques for Communicating Emotional Agility

- Communication in high context versus low context
- Micro-expressions: unintentional communication
- Face: The best gauge of feelings under pressure and with significant consequences
- Recognise the expressions of micro-expressions
- Recognise common feelings including fear, rage, disgust, contempt, grief, surprise, and delight.
- Gain understanding and compassion for the things people (feelings, agendas) conceal.
- Recognise dishonesty and manipulate covert objectives

### Day 3

#### Improving the Efficacy of Leadership by utilising Emotional Adaptability

- A manual for leveraging EA to become a proficient contemporary leader
- Creating a Brand for Your Leadership
- Empathy-based leadership: the tactful art of persuasion
- The influence of inner voices and sensations on leaders
- The leadership art based on mental and physical awareness and sensation
- An overview of the neurological and physiological aspects of EI
- Using EA to create a high-performing team
- Using EA to exert leadership influence

## Day 4

### Handling Difficulties with Emotional Swiftness

- The definition of resilience and the factors that influence it
- Complexity of emotions
- The skill of relinquishing expectations
- Competencies in emotional intelligence to aid in crisis management.
- Crisis management: using EA to address it
- Confronting and dealing with ideas, feelings, and actions
- Engaging in the technique of detached observation
- Next up: providing strategies for adjusting habits

## Day 5

### Integrating Emotional Agility into the Organization's Core Values

- The phases and methods of developing empathy
- Creating a productive and healthy work environment
- Developing self-control, self-awareness, and an awareness of interpersonal dynamics
- Fostering resilience and compassion as a component of a culture that is focused on the team
- Assessing groups for indications of disengagement
- The function of emotional flexibility in resolving disputes
- Controlling nervousness and Boosting Feelings