Course Title: Emotional Intelligence (EQ) for Professional Success

- **Duration:** 5 Days (approximately 35-40 instructional hours)
- **Course Goal:** To provide professionals with a deep understanding of Emotional Intelligence and the practical skills to develop their EQ competencies, enabling them to improve self-awareness, manage their reactions under pressure, build stronger relationships, and effectively influence others to drive personal and professional success.
- **Core Focus:** Understanding and managing one's own emotions and recognizing and influencing the emotions of others.

Learning Objectives:

Upon successful completion of this workshop, participants will be able to:

- **Define** the four core components of Emotional Intelligence (Self-Awareness, Self-Management, Social Awareness, Relationship Management).
- **Identify** their own emotional triggers and develop strategies to manage their reactions.
- **Apply** techniques for increasing self-awareness and understanding their impact on others.
- **Utilize** practical tools to manage stress, control impulses, and maintain a positive outlook.
- **Develop** empathy by practicing active listening and accurately perceiving the emotional states of others.
- **Master** communication skills that build trust, rapport, and influence.
- **Apply** EQ principles to navigate difficult conversations and manage conflict constructively.
- **Inspire** and influence others through emotionally intelligent leadership behaviors.
- **Create** a personal action plan for continuous EQ development.

Target Audience:

- Professionals at all levels seeking to improve their interpersonal effectiveness and leadership potential.
- Managers, team leaders, and supervisors who want to build more cohesive and engaged teams.
- Sales, customer service, and client-facing professionals.
- Technical experts who need to enhance their ability to influence and collaborate with others.

Prerequisites:

- None. This course is designed to be accessible to all professionals.

Teaching Methodology:

This is a highly interactive and experiential workshop focused on self-discovery and skill-building. The methodology includes:

- **Interactive Lectures:** Introducing the neuroscience and psychological frameworks of EQ in an accessible manner.

- **Self-Assessments:** Tools to provide a baseline understanding of participants' current EQ strengths and development areas.
- **Case Study Analysis:** Applying EQ concepts to real-world workplace scenarios.
- **Intensive Role-Playing & Simulations:** Practicing skills in managing emotional reactions, giving feedback, and navigating difficult conversations in a safe, coached environment.
- **Group Discussions & Peer Coaching:** Sharing insights and providing feedback in a confidential setting.
- **Journaling & Reflection:** Dedicated time for personal reflection to internalize concepts.
- **Action Planning:** Developing personal plans to create sustainable EQ habits.

*(For **Online Delivery**, this will be adapted using breakout rooms for role-playing, polls for self-assessment, virtual whiteboards (e.g., Miro/Mural) for brainstorming, and anonymous Q&A features to encourage open discussion.)*

Materials Provided:

- Comprehensive digital or printed workbook with key concepts, frameworks, guided exercises, and reflection prompts.
- Results from a validated Emotional Intelligence self-assessment.
- Templates for an "Emotional Trigger Log," a "Cognitive Reframing Worksheet," and a personal EQ Development Plan.
- A curated list of recommended books, apps, and resources for continued EQ practice.
- Certificate of Completion.

Detailed Day-by-Day Curriculum

Day 1: The Foundation – Understanding & Developing Self-Awareness

- **Module 1: The Case for Emotional Intelligence (Approx. 2 hours)**
  - Welcome, introductions, and establishing a safe and confidential learning environment.
  - What is EQ? Why it's a stronger predictor of success than IQ.
  - The business case: The impact of EQ on leadership, team performance, and profitability.
  - The neuroscience of emotions: Understanding the "amygdala hijack" and the rational brain.
- **Module 2: Deep Dive into Self-Awareness (Approx. 3 hours)**
  - **Pillar 1: Self-Awareness.** The foundation of all EQ skills.
  - **EQ Self-Assessment:** Participants complete and receive an initial interpretation of their EQ profile.
  - Key competencies: Emotional Self-Awareness, Accurate Self-Assessment, Self-Confidence.
  - **Workshop:** "Emotional Vocabulary" – Expanding the ability to accurately name and identify emotions.
- **Module 3: Practical Tools for Building Self-Awareness (Approx. 2.5 hours)**
  - Techniques for tuning into your emotions: Journaling, mindfulness, and body scanning.

    - Identifying your personal emotional triggers and patterns.
    - The power of soliciting feedback to understand your impact on others.
    - **Guided Practice:** A short, guided mindfulness exercise to build present-moment awareness.
    - **End of Day 1 Recap & Q&A.**

Day 2: Mastering Self-Management – Taking Control of Your Reactions

- **Module 4: Introduction to Self-Management (Approx. 2 hours)**
    - **Pillar 2: Self-Management.** Moving from awareness to intentional action.
    - Key competencies: Emotional Self-Control, Adaptability, Optimism, Achievement Orientation.
    - Understanding the gap between stimulus and response.
- **Module 5: Techniques for Emotional Self-Control (Approx. 3.5 hours)**
    - The "Strategic Pause": A powerful tool to prevent impulsive reactions.
    - Tactical breathing techniques (e.g., Box Breathing) for in-the-moment stress reduction.
    - Cognitive Reframing: Challenging and changing unhelpful thought patterns that fuel negative emotions.
    - **Intensive Workshop:** Participants work through personal or case-study scenarios using a cognitive reframing worksheet to change their perspective.
- **Module 6: Cultivating Adaptability & Optimism (Approx. 2 hours)**
    - Developing flexibility in response to change and unexpected challenges.
    - The principles of learned optimism and how to cultivate a more positive and resilient outlook.
    - Focusing on what you can control and influence.
    - **Activity:** "Circle of Control" exercise to reframe challenges.
    - **End of Day 2 Recap & Q&A.**

Day 3: The Outward Turn – Developing Social Awareness & Empathy

- **Module 7: Introduction to Social Awareness (Approx. 2 hours)**
    - **Pillar 3: Social Awareness.** The ability to accurately perceive and understand the emotions of others.
    - Key competencies: Empathy, Organizational Awareness, Service Orientation.
- **Module 8: The Skill of Empathy in Practice (Approx. 3.5 hours)**
    - The three types of empathy: Cognitive (understanding), Emotional (feeling), and Compassionate (acting).
    - The primary tool for empathy: Deep, active listening.
    - Techniques for listening to understand, not just to reply.
    - Reading non-verbal cues and body language to understand the full message.
    - **Intensive Role-Play Workshop:** Participants practice empathetic listening in coached triads (speaker, listener, observer) with structured feedback.
- **Module 9: Developing Organizational Awareness (Approx. 2 hours)**
    - "Reading the room": Understanding group dynamics and emotional currents.
    - Identifying key influencers, decision-making processes, and unspoken rules within an organization.

    - Navigating organizational politics with awareness and integrity.
    - **Activity:** Analyzing a case study to map the political and emotional landscape of a team.
    - **End of Day 3 Recap & Q&A.**

Day 4: Leading with EQ – Relationship Management

- **Module 10: Introduction to Relationship Management (Approx. 2 hours)**
    - **Pillar 4: Relationship Management.** The culmination of the other three pillars: Using your awareness to effectively manage interactions.
    - Key competencies: Influence, Conflict Management, Teamwork & Collaboration, Inspirational Leadership.
- **Module 11: Influence & Emotionally Intelligent Communication (Approx. 3 hours)**
    - How to build rapport and connect with others authentically.
    - Framing your message to resonate with the emotional state and priorities of your audience.
    - Providing feedback in a way that is heard and acted upon, without creating defensiveness.
    - **Role-Play:** Practicing influencing a colleague on a project decision using EQ principles.
- **Module 12: Navigating Conflict with EQ (Approx. 2.5 hours)**
    - Managing your own emotions during a conflict.
    - Using empathy to understand the other person's perspective, even if you don't agree.
    - Techniques for de-escalating tense situations.
    - Focusing on interests, not positions, to find common ground.
    - **Case Study Workshop:** Developing a strategy for resolving a complex team conflict.
    - **End of Day 4 Recap & Q&A.**

Day 5: Application, Integration & Your EQ Action Plan

- **Module 13: Building an Emotionally Intelligent Team (Approx. 3 hours)**
    - The leader's role in setting the emotional tone (emotional contagion).
    - Establishing team norms that support psychological safety and open communication.
    - Using EQ to give effective recognition and build team cohesion.
    - Facilitating team meetings with emotional intelligence.
- **Module 14: EQ in Action: Capstone Scenarios (Approx. 2 hours)**
    - Participants work in groups to tackle complex, multi-stage scenarios that require them to integrate all four pillars of EQ (e.g., leading a team through a difficult change, addressing a sensitive performance issue).
    - Groups present their approach for discussion and feedback.
- **Module 15: Your Personal EQ Development Plan (Approx. 2 hours)**
    - **Action Planning Workshop:** Participants reflect on their key learnings and self-assessment results.
    - They identify 2-3 specific EQ competencies they want to develop.
    - They create a personal action plan with concrete steps, practice opportunities, and ways to measure their progress.
- **Module 16: Course Review & Commitment to Practice (Approx. 1 hour)**
    - Review of the four EQ pillars and key skills.
    - Open forum for final questions and sharing key insights.

- Participants share one key commitment from their action plan.
- Course evaluation and closing.