

## Achieving Performance Excellence Using Emotional Intelligence

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( 5 Days Training Course )



## Course content

### Why Attend

The performance of individuals is important as it determines the individuals' success and the survival of the organization. In this course we will provide participants with the means to improve their performance levels through the competency that, more than any other, impacts everything one says and does. Emotional intelligence (EI) is that competency and it has been proven to be an important predictor of performance in the workplace, a strong driver of leadership and a main force behind personal and organizational excellence. Participants to this course will explore and apply strategies that focus their energies and help them connect constructively with customers and colleagues for a more engaged and performing work environment.

### Course Methodology

The course features the use of interactive exercises, a variety of activities and roleplays focused on the development of EI.

This course builds on the use of psychometrics that help participants identify their emotional intelligence abilities.

### Course Objectives

**By the end of the course, participants will be able to:**

- Explain the link between EI and performance
- Identify their personal and social competence scores
- Develop their 'personal competence' to optimize professional success
- Develop their 'social competence' to optimize organizational success
- Apply the EI blueprint for continuous improvement

### Target Audience

Individuals, business professionals, and managers/project managers, who want to enhance their personal, professional, and organizational performance for a successful life.

## Course content

### Emotional intelligence is linked to performance

- The ROI of developing emotional intelligence
- Effective EI skills predict leadership excellence
- EI predicts successful individual performance
- EI predicts successful organizational performance
- EI is a key differentiator for your personal brand
- EI is a key differentiator for your organizational environment
- EI assessment and EQ score

### Emotional Intelligence: The personal competence

- Emotional intelligence, IQ, and personality
- EQ
- IQ
- Personality
- The bedrock of EI: Self-awareness
- When emotions hijack our ability to reason
- The emotional brain
- The rational brain
- Personal competence: What I see
- Accurately perceiving my emotions
- Staying aware of my emotions as they happen
- Personal competence: What I do
- Using awareness of my emotions to stay flexible
- Using awareness of my emotions to positively direct my behavior

### Emotional Intelligence: The social competence

- Social competence: What I see
- Accurately picking up on emotions in other people
- Understanding what is really going on
- Focusing on understanding rather than judging
- Avoiding triggering emotional hijacks in others
- Using questions
- Avoiding statements
- Social competence: What I do
- Using awareness of my emotions to manage interactions successfully
- Using awareness of others' emotions to manage interactions successfully

## Course content

### Personal Competence Management

- Self-awareness strategies
- Quit treating my feelings as good or bad
- Observing the ripple effect from my emotions
- Leaning into my discomfort
- Feeling my emotions physically
- Knowing who and what pushes my buttons
- Watching myself like a hawk
- Visiting my values
- Seeking feedback
- Self-management strategies
- Breathing right
- Creating an emotion list versus a reason list
- Making my goals public
- Counting to ten
- Sleeping on it
- Smiling and laughing more
- Taking control of my self-talk
- Cleaning up my sleep hygiene
- Including a mental recharge in my schedule

### Social Competence Management

- Social awareness strategies
- Greeting people by name
- Watching body language
- Making timing everything
- Developing a back-pocket question
- Not taking notes at meetings
- Watching EQ at the movies
- Practicing the art of listening
- Stepping into their shoes
- Seeking the whole picture
- Catching the mood of the room

### Relationship management strategies

- Being open and curious
- Avoiding giving mixed signals
- Taking feedback well
- Building trust
- Having an “Open-door” policy
- Only getting mad on purpose
- Acknowledging the other person’s feelings
- Explaining my decisions, not just make them
- Making my feedback direct and constructive
- Aligning my intention with my impact
- Offering a “Fix-it” statement during a broken conversation