



***Enhancing Emotional Competence
- Training and Development***



Learn and apply concepts that make a positive difference NOW!

We offer several workshop options (one-half, one and two day sessions) plus alternative designs and exercises for intact work teams. The dominant focus of each option is to learn core concepts about emotional intelligence, learn about self, and practice powerful models for achieving positive, effective, and rewarding relationships. Some of the hands-on learning exercises are modified when used with intact work teams where the focus is on building team performance.

Each option includes the *EQ in Action Profile* assessment and one-on-one consultation prior to the learning event. Each option also includes a blend of short presentations with hands-on, real-time learning. The learning and skills development can be transformational for individuals and their key relationships at work and home.

Purpose of the Training

- To build awareness of, and strengthen, participants' emotional competence
- To build additional capacity and resilience during times of high demand, challenge, stress or emotional intensity

Learning Goals

- Build participant understanding of emotional intelligence and its vital importance to relationships of all types
- Build awareness of the value of emotional intelligence in the workplace
- Provide participants with a clear understanding of their own EQ
- Identify strengths and areas for development in relation to individual EQ
- Build specific knowledge, skills and behaviours in key emotional capacities – self reflection, self regulation, empathy accuracy and understanding
- Practice and integrate the learnings into real life situations

Recommended coaching to enhance EQ in real-life relationships

Each of these workshops, in conjunction with the EQ assessment, are powerful learning experiences in themselves. We also recommend one to three follow-up consultations (via phone) to help strengthen understanding of one's EQ patterns during times of stress, gain awareness of key interpersonal interactions and the action choices being made. This combined approach (training and coaching) significantly assists participants make new choices and build critical competencies.

HALF-DAY WORKSHOP

Introduction to Emotional Competence

This workshop provides an introduction to emotional intelligence for groups of individuals or intact teams. The design is suitable for both small and large groups and can be useful prior to, and during, major organizational initiatives (e.g. re-organization, change in strategic direction, merger/acquisition, and culture change).

Learning Objectives

At the conclusion of the workshop participants will be able to:

- Identify their EQ strengths and areas for development using results from their *EQ in Action Profile*;
- Explain the value of EQ in the workplace;
- Describe key foundation concepts related to emotional intelligence including emotional competencies and core capacities (self reflection, self regulation and empathy);
- Identify their capacity for self reflection and awareness (i.e. thoughts, wants and feelings; self/other orientation; clarity, timeliness and congruence);
- Outline the critical role of relationship
- Select and commit to improved practices



ONE DAY WORKSHOP

Building Emotional Competence

This workshop provides a solid foundation to emotional intelligence for individuals and intact or interdependent teams. It can also be used with non-related teams when the object is to build a learning culture. It is very useful during major organizational initiatives and for enhancing overall team effectiveness.

Learning Objectives

At the conclusion of the workshop participants will be able to:

- Identify their EQ strengths and areas for development using results from their *EQ in Action Profile*;
- Explain the value of EQ in the workplace;
- Describe key foundation concepts related to the core emotional competencies (self reflection, self regulation and empathy);
- Identify their capacity for self reflection and awareness (i.e. thoughts, wants and feelings; self/other orientation; clarity, timeliness and congruence);
- Describe the vital importance of relationship in EQ
- Explain how they create their 'stories' and how these impact their relationships with others;
- Identify key internalized messages that influence their experience and perceptions;
- Coach others through their 'stories' and receive feedback on their impact on others;
- Engage in mutual inquiry to build understanding of different perspectives and to co-create new options for relationships with others;
- Develop an action plan to integrate the day's learnings into their relationships and their lives.

TWO DAY WORKSHOP

Strengthening Emotional Competence

This workshop is an extension of the one day workshop with considerable time available for participants to practice and put the one-day learnings into action in real time with real issues. When conducted with intact or interdependent teams, the afternoon of the second day enables participants to work on real and meaningful interpersonal and group issues.

Learning Objectives

At the conclusion of the workshop participants will be able to:

- Demonstrate all of the learning objectives outlined for the one day workshop;
- Integrate the awareness and skills acquired during the first day;
- Enhance their ability to be present in the moment using various methods and tools (e.g. awareness groups);
- Conduct here-and-now coaching;
- Provide EQ coaching in difficult relationships;
- Identify and address a real life issue that is impacting themselves and their team;
- Create an action plan and commit to practice.

