

## **Emotional Intelligence at Work**

### **Coaching Session & Online Assessment**

*Emotional Intelligence is a type of personal and social intelligence that involves self-understanding and the ability to understand and work well with people. While IQ is about how smart you are, Emotional Intelligence (EI) is about how emotionally mature you are. A critical factor of success is to understand that EI is about the intelligent use of emotions, not about becoming more emotional.*

#### **OBJECTIVES**

This session is for anyone motivated to achieve success in business and integrate work and life more effectively. Attending this session will ensure that those who want to become star performers improve their performance and leadership effectiveness to shine from the inside out. Participants will learn about the nature of Emotional Intelligence, its application at work and how to develop competencies by building emotional abilities where they are lacking.

#### **OUTLINE**

Building Emotional Abilities in Five Main Areas:

- 1) *Intra – personal*: self-awareness & awareness of one's own emotions.
- 2) *Interpersonal*: empathy towards others & how people relate to one another.
- 3) *Adaptability*: flexibility & openness to new ideas.
- 4) *Stress management*: stress tolerance & impulse control.
- 5) *General mood*: optimism & happiness.

## SCHEDULE

9:00am	<b>WELCOME</b> ICE BREAKER.
9:30am	<b>THE NATURE OF EMOTIONAL INTELLIGENCE</b> <i>From ordinary to extraordinary</i> <ul style="list-style-type: none"> <li>• Why EQ matters more than IQ.</li> <li>• Gender differences: strengths &amp; vulnerabilities.</li> <li>• Star performers at work.</li> </ul>
11:00am	<i>Morning Tea (20 Minutes)</i>
11.20am	<b>BUILDING STRONG FOUNDATIONS</b> <i>Know what makes you tick</i> <ul style="list-style-type: none"> <li>• Emotional abilities in five main areas.</li> <li>• Psychometric assessment: 15 subscales.</li> <li>• EQ Reports &amp; feedback</li> </ul>
1.00pm	<i>Lunch (45 minutes)</i>
1.45pm	<b>SIMPLE STRATEGIES FOR DEVELOPMENT</b> <i>Maximising the benefits derived from self-assessment</i> <ul style="list-style-type: none"> <li>• Developmental challenges.</li> <li>• Becoming stress hardy, not stressed out</li> <li>• Overcoming the “boiling frog syndrome”</li> </ul>
3.30pm	<i>Afternoon Tea (20 Minutes)</i>
3.50pm	<b>THE KEY TO FORMING EXCELLENT RELATIONSHIPS</b> <i>Shining from the inside out</i> <ul style="list-style-type: none"> <li>• The power of social intelligence</li> <li>• The Leadership edge</li> <li>• Polishing social skills to shine in groups</li> </ul>
4.30pm	<b>TAKE ACTION CHALLENGE</b> <i>Goals to boost EQ.</i>
4.45pm	<b>EVALUATION</b>
5.00pm	<b>CLOSE</b>



## Enrolment Form - Emotional Intelligence at Work

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### Payment Details

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### 1. Credit Card (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### 2. Invoice

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.

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