

# Changing Perspectives through Emotional Intelligence

This program is for individuals who seek improve their ability to relate to others through the application of emotional intelligence (EI). Success in interpersonal communications often hinges on the ability of people to manage their emotions and **reflect and respond** (rather than react) to the emotions of others. This program goes beyond “people skills” to boil down the essentials of emotional intelligence in a tangible format that can be applied immediately.

## Key Topics:

- Emotional Intelligence in the workplace
- Increasing power by understanding emotion
- Creating an environment of emotional intelligence

## Learning Objectives:

Upon completion of this program, participants will be able to...

- Articulate how feelings, reactions and emotions affect professional relationships.
- Use an approach to work with different personality and communication styles.
- Practice how to avoid overreacting in emotionally charged situations.
- Recognize the role that self-awareness plays in all interactions.
- Identify what “triggers” them and their colleagues to react.
- Explore devices to manage the “triggers”.
- Leverage the results from an assessment to develop an EI plan going forward.
- Recognize how their EI plays in the environment of their organization.

## Program Length:

4 hours

## Delivery Options:

- Virtual – using tool such as Zoom (enrollment up to 16 people)
- In-person – (enrollment up to 24 people)

## Keywords:

Emotional Intelligence, EI, triggers, emotions, assessment

\*delivered in partnership with Silverstrand Group



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