



## Creating the Performance Edge with Emotional Intelligence (EQ)

Emotional intelligence is defined as the ability to identify and manage emotional information in oneself and others and to focus energy on required behaviours. More than any other indices designed to predict performance, measures of emotional intelligence have demonstrated real impact when it comes to enhancing workplace success. Our EQ workshop utilizes the Emotional Intelligence Skills Assessment (EISA) to provide a brief, yet effective assessment of emotional intelligence along five core factors – perceiving, managing, decision making, achieving and influencing.

### Workshop Objectives

During the workshop participants will:

- Discover the major components of emotional intelligence
- Recognize behaviour and characteristics of an emotionally intelligent person
- Identify areas in which emotional intelligence skills can be applied
- Learn about their own emotional strengths and growth opportunities
- Generate action steps they can take to improve their emotional and social abilities and their own success.

### Workshop Outline

- Introduction and Overview
- What is Emotional Intelligence and Why is it Important?
- The Five Factors of Emotional Intelligence
- Perceiving, Managing, Decision Making, Achieving, Influencing
- Understanding Your Results
- Developing Your Emotional and Social Skills

### Program Details:

This one-day workshop is recommended for groups of 6 to 18 with a maximum of 24 participants.



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