

COURSE SPECIFICATIONS



FORMAT

- In-house
- Public session



DURATION

Training is given in two days (12 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

People who would like to better understand and manage their emotions by developing their emotional intelligence.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

It is suggested to have a group between 8 and 12 participants in order to instigate a highly personalized and interactive approach.



LANGUAGE

- French
- English



CERTIFICATION

Training Certificate eligible to the Act to promote workforce skills development and recognition. (1 %)



POST-TRAINING

Following the training, the participants will receive by email our **Tips & Co.** weekly, to encourage them to put to use the skills acquired.

DESCRIPTION

Developing Emotional Intelligence teaches participants the notions, principles and abilities required to better understand their emotional and social functioning and to acquire the tools needed to better manage their emotions in the workplace, to maximize their potential and to adopt a proactive approach of constructive professional relationship development in order to optimize their performance.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Define what is emotional intelligence and the role it plays in personal and professional effectiveness.
- Realize the importance of emotions in our behaviours.
- Identify the techniques and strategies to develop emotional intelligence

COURSE CONTENT

DECHYPHERING THE EMOTIONAL INTELLIGENCE

Understanding what is emotional intelligence

- The concepts of Emotional Intelligence (EI)
- The EI's role in the workplace
- The Emotional Intelligence's five dimensions

Understanding the emotions' language

- Principal emotions' mechanisms
- The range of emotions



Activity: Assessing your Emotional Quotient (EQ)

KNOWING YOUR EMOTIONAL PROFIL

Becoming aware of your emotions

- Intrapersonal intelligence
- Discomfort zones

Developing positive emotions

- Impulses control
- Restoring the emotional balance



Activity: Building an emotional stamina

UNDERSTANDING YOUR INFLUENCE ON OTHERS

Becoming aware of the impact on others

- Interpersonal intelligence
- From emotion to relation

Developing positive relationships

- Empathy, communication and obstacles
- Proactivity versus reactivity
- **Activity: Changing perception**

DEVELOPING YOUR ADAPTABILITY

Developing of your mental flexibility

- Flexibility and problems resolution
- Stress and ambiguity tolerance

Thinking differently and taking action

- The emotional intelligence on daily basis



Personal action plan