

Course Outline

Emotional Intelligence at Workplace

This course will focus on the five core competencies of emotional intelligence:
Self-awareness, self-regulation, motivation, empathy and interpersonal skills

After completing the session, the learners will be able to:

Learning Outcomes:

**Define and understand the benefits of Emotional Intelligence,
Explain the five core skills required for emotional intelligence,
Identify good and bad emotions of oneself,
Control own emotions for appropriate behaviors,
Effectively interact with colleagues to build stronger work relationship,
Apply a process for resolving workplace conflicts,
Better control of one's anger, unrest and stress,
Enhanced concentration by controlling excessive thoughts,
Improved work relations with the colleagues,
Higher productivity by focusing on the goal and the work process,
Better teamwork caused by better relations among the team members.**

Contents

- **Defining and understanding Emotional Intelligence (EI)**
- **Five Core EI Skills: *Self-awareness, self-control, motivation, empathy and interpersonal skills***
- **Identifying own good and bad emotions**
- **Individual EI audit**
- **Empathy and interpersonal relationship**
- **Controlling techniques of emotions and stress in the workplace**

Session plan

2 Days (2 Session) per session 3 hours.

Session 1	Time	Topics	Learning Methods	Materials
1	20 min.	<ul style="list-style-type: none"> • Introduction • Learning objectives • Expectations 	Group discussion Presentation, Individual activities	Multimedia Computers VIPP cards
2	60 min.	Definition and understanding Emotional Intelligence (EI) <ul style="list-style-type: none"> - What is EI? - How is my EI? (self-assessment) 	Balloon-pin game in large- group Presentation Individual activities	Balloon, pin, flip-chart, marker, EI assessment sheet
3	60 min.	5 core skills of Emotional Intelligence <ul style="list-style-type: none"> - self-awareness - self-control (good and bad emotions) 	Large group discussion Small group discussion Question-answer	Flip-chart, marker, Projector
4	60 min	5 core skills of Emotional Intelligence <ul style="list-style-type: none"> - motivation - empathy - interpersonal relationship 	Large group discussion Small group discussion Question-answer	Flip-chart, marker, Projector
		Session -2 (3 hours)		
5	60 min.	Understanding empathy <ul style="list-style-type: none"> - Sympathy and empathy - Barriers to empathy - Techniques to build empathy 	Shoe-game in large-group Learning debriefing Question-answer	Shoes, flip-chart, marker Projector
6	60 min.	Building interpersonal relationship <ul style="list-style-type: none"> - Verbal interaction with EI - Non-verbal interaction with EI - Do's and Don'ts of interpersonal relationship 	You are right & and game, Mirror game, large and small group discussion, Question-answer	flip-chart, marker Projector
7	50 min.	Controlling techniques of emotions and stress in the workplace <ul style="list-style-type: none"> - reasons of workplace stress - practice of controlling techniques - Do's and Don'ts in the workplace 	Role-play Brain storming Group activities	Flip-chart, marker, Projector
8	10 min.	Recap and closing	Participants' reflection	