

## Mastering in Problem Solving and Strategic Decision-Making Process

### Syllabus

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:

- 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

Modules		Takeaways	Key Exercise
Module 1	Defining and understanding Emotional Intelligence (EI) (60 mins)	<ul style="list-style-type: none"> <li>• What is EI?</li> <li>• How is my EI? (self-assessment)</li> </ul>	<ul style="list-style-type: none"> <li>• Balloon-pin game in large- group</li> <li>• Presentation</li> <li>• Individual activities</li> </ul>
Module 2	Five Core EI Skills (60 mins)	<ul style="list-style-type: none"> <li>• Self-awareness</li> <li>• Self-control (good and bad emotions)</li> </ul>	<ul style="list-style-type: none"> <li>• Large group discussion</li> <li>• Small group discussion</li> <li>• Question-answer</li> </ul>
Module 3	Five Core EI Skills (60 mins)	<ul style="list-style-type: none"> <li>• Motivation</li> <li>• Empathy</li> <li>• Interpersonal relationship</li> </ul>	<ul style="list-style-type: none"> <li>• Large group discussion</li> <li>• Small group discussion</li> <li>• Question-answer</li> </ul>
Module 4	Understanding Empathy (60 mins)	<ul style="list-style-type: none"> <li>• Sympathy and empathy</li> <li>• Barriers to empathy</li> <li>• Techniques to build empathy</li> </ul>	<ul style="list-style-type: none"> <li>• Shoe-game in large group</li> <li>• Learning debriefing</li> <li>• Question-answer</li> </ul>
Module 5	Building Interpersonal Relationship (60 mins)	<ul style="list-style-type: none"> <li>• Verbal interaction with EI</li> <li>• Non-verbal interaction with EI</li> <li>• Do's and Don'ts of interpersonal relationship</li> </ul>	<ul style="list-style-type: none"> <li>• You are right &amp; and game, Mirror game</li> <li>• Large and small group discussion</li> <li>• Question-answer</li> </ul>
Module 6	Controlling Techniques of Emotions and Stress in the Workplace (60 mins)	<ul style="list-style-type: none"> <li>• Reasons of workplace stress</li> <li>• Practice of controlling techniques</li> <li>• Do's and Don'ts in the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Role-play</li> <li>• Brain storming</li> <li>• Group activities</li> </ul>