

# Developing emotional intelligence at work

Duration: 1 day

Audience: Pour tous

## Who is this training for?

For everyone

## Training objectives

- Know the dimensions of emotional intelligence and their impacts
- Recognize one's emotions and their triggers
- Understand and become aware of the impact of our inner dialogue on our behaviors
- Become aware of one's personal sources of motivation and choose courses of action
- Develop strategies to navigate conflicts in a more harmonious way

## Summary

Do you want to elevate your leadership? What if emotional intelligence was one of the keys? According to experts, emotional intelligence should be as important as any other skill a leader can possess, if not the most important. Emotional intelligence (EI) in leadership involves the ability to effectively perceive, understand, manage, and harness emotions, both individually and collectively, to improve communication, build trust, and inspire high performance. It goes beyond technical skills and emphasizes empathy, self-awareness, and social skills. Emotionally intelligent people can foster positive relationships, manage conflict constructively, and support change more effectively. In short, emotional intelligence trains responsible, self-aware individuals who value and foster trusting relationships, and who understand and regulate their emotions in the most positive way possible.

## Course outline

### The five basic skills of emotional intelligence: Personal motivation

- The different sources of motivation
- Key actions for self-motivation

## **Self-awareness**

- Recognizing your emotions
- Listening to your senses
- Examining your perceptions
- Recognizing your intentions

## **Self-management**

- Understanding your thoughts
- Mastering your behaviors

## **Awareness of others**

- Empathy
- Listening without judging
- Communication

## **Social skills**

- Giving feedback difficult

## **Approach and methodology**

The training is based on an experiential and introspective approach, allowing participants to develop their emotional intelligence from their own lived situations. It combines self-observation, practical practices and peer-to-peer exchanges, in order to transform awareness into concrete changes in behaviour. The facilitator acts as a facilitator, creating a safe space for exploration, reflection and the development of interpersonal skills.

## **Recommendations**

- Be in a work context involving regular interactions (colleagues, customers, team)
- Have an interest in personal and relational development
- Be willing to reflect on reactions, behaviors and habits

## Accreditations

The activity is recognized by the **CHRP**.

Pre-approval Number: **5971**