

# Emotional Intelligence

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For teams that want to increase their effectiveness by addressing the people content of their work

For organisations that want teams that get results for people instead of missing out by losing people.

For leaders who want their teams to grasp the whole picture of connecting with people and keeping them on side.



## Overview

One of your team is working on a roof. He slips and slides down the roof, accelerating towards the 5 metre drop to the concrete below. He smashes into the protective scaffold, which holds and prevents the fall. He is bruised and sore around his ribs.

So your systems kick in. The health and safety near miss is reported and investigated. The injured employee is taken to the doctor. But in all this, did anyone pause to consider his terror as he slid down the roof, out of control and not knowing if the scaffold would save him? Who reassured him that it was over, that he was now safe? How will his future confidence, safety and contribution to the business and safety of others be safeguarded?

This episode, based real events, illustrates one reason why emotional intelligence is important. It is a key predictor of success because it helps you to understand and engage in the full picture of what is happening around you. By cultivating emotional intelligence your technical skills are magnified because you can make them more relevant for your people and customers. You can more easily prevent or resolve conflicts and build loyalty and cooperation. You can help your colleagues perform.

The *Emotional Intelligence* workshop helps you and your team recognise strengths, weaknesses and development opportunities that increase your capacity to succeed. Using the Bar-On EQ-i inventory, you can map your own path to building the effectiveness of your emotional intelligence skills.

### BASIC DETAILS

LENGTH  
**1 FULL DAY**

INCLUDES  
**Individual EQ-i profile**

GROUP SIZE  
**5 – 15**

OFFERED AS  
**Internal program for your organisation**  
or  
**External program via our Performance and Development Planning Service**

### FOR MORE INFORMATION

VISIT  
[www.grevilleaconsultants.com.au](http://www.grevilleaconsultants.com.au)  
or call: 0421 080 311

## Outcomes

- Understanding the importance of the whole person
- Details about personal EQ profile
- Strategies for building skills
- Recognition of the skills mix needed for achieving goals
- Build on team skills and abilities
- Improve engagement with other people



### Grevillea Consultants

*Bringing you over two decades of leadership and leadership development experience*

“Emotional intelligence, however, is made up of short-term, tactical, ‘dynamic’ skills that can be brought into play as the situation warrants. Thus the individual building blocks of emotional intelligence – and its overall structure – can be improved by means of training, coaching and experience.”

Stephen J. Stein and Howard E. Book

## PROGRAM ELEMENTS



- structured conversations
- personal EQ-i profiles
- adult learning principles
- workplace applications
- focus on practical outcomes
- personal reflection and planning
- evidence based material

### Session Themes

#### Intelligence and goals

- Approaches to intelligence
- Drivers behind successfully achieving goals
- Dealing with the whole person

#### Matching skills to circumstances

- No ‘right’ scores
- Mix of skills for each context
- Identifying skills for your role

#### Self-Perception

- Self-regard
- Self-actualisation
- Emotional self-awareness

#### Self-expression

- Emotional expression
- Assertiveness
- Independence

#### Interpersonal capability

- Interpersonal relationships
- Empathy
- Social responsibility

#### Decision making

- Problem solving
- Reality testing
- Impulse control

#### Stress management

- Flexibility
- Stress tolerance
- Optimism

#### Personal and team development

- Over or under estimating ability
- Practice and coaching
- Focus on the benefits

## PROGRAM DELIVERY

The group size for a workshop is limited to facilitate maximum interaction.

Workshops are delivered at your premises or a suitable workshop venue of your choosing.

You may also be able to access the workshop for individuals or small groups via our Performance and Development Planning Service through the expression of interest process.

Workshops are adjusted as needed so learning focuses on current business challenges and priorities.

The workshop is part of Grevillea Consultants’ commitment to provide affordable, practical development opportunities that focus on people and results.

## ASSOCIATED LEADERSHIP DEVELOPMENT

The **Emotional Intelligence** workshop is complemented by our **Understanding Teams** workshop. It helps teams work well with their internal diversity and the characteristics of their customers.