

Late in 1998, a Harvard Business Review article entitled, "What Makes a Leader" caught the attention of senior management across all industries in the global marketplace.

The article spoke of the importance of Emotional Intelligence (EI) in leadership and personal success, and cited several studies that demonstrated that EI is often the distinguishing factor between great and average performers. The purpose of this workshop is to introduce the participants to Emotional Intelligence and its value as a performance differentiator. This program is a prerequisite for the Emotional Leadership skill based programs.



### Objectives:

As a result of attending this workshop, each participant will be able to:

- Understand the concepts of Emotional Intelligence
- Develop and awareness of Emotional Intelligence
- Identify strengths and areas for development within a four-cluster model of Emotional Intelligence
- Create a personal development plan for improving Emotional Intelligence
- Improve personal and professional effectiveness
- Enhance workplace cooperation and performance

### Learning Methodology:

Using self-assessment, video-assisted learning, role plays, large and small group exercises, these workshops are designed to introduce the participants to the concept of Emotional Intelligence and its role in personal and professional success.

### Program Audience:

Intact work groups and teams looking to improve their effectiveness, and individuals seeking the next level of development are also ideal program participants.

**Duration:** 1 Day