

# Practical use of Emotional Intelligence

## Objectives

Recognise situations in your work area where understanding emotional intelligence is appropriate. Develop the skills to use emotional intelligence reports to aid individual and team performance.

## What is it about and what will it do?

Production of an emotional intelligence report enabling understanding of people to manage own and others emotional state in a productive manner.

## Who is it for?

Team members engaged in understanding the objective ways to measure and use emotional intelligence competence in the workplace.

## Outline content

- Production of an emotional intelligence report with individual feedback
- Understanding of how emotions affect workplace behaviours
- Understanding of how people differ in their capacity to understand and control their emotions
- Understanding of how people differ in their ability to recognise and manage the emotions of others
- Understanding and development of the emotional intelligence of the team to create and build successful organisations
- Interactive exercises

