

INTENTIONAL COMMUNICATION CONSULTANTS

WORKING WITH EMOTIONAL INTELLIGENCE*

(Using Emotional Intelligence as a Resource in the Workplace)

(Program available in two versions: ***Working with Emotional Intelligence for Technical Professionals**” contains modules and materials that are adapted to the cultural and work style differences of those with technical and scientific expertise) Additional program content available on request.

Emotions shape the climate and culture of every organization. Without EI development, unproductive emotions (fear, anxiety, anger, frustration and resentment) can undermine communication and erode trust in valuable working relationships.

- **Emotional Intelligence is emerging as a key factor in developing and sustaining optimal performance**
- **Leading organizations (American Express, PepsiCo, Johnson & Johnson, MetLife, 3M) have used EI strategies to maximize leadership, increase productivity and enhance communication**

Emotional Intelligence (EI) is a *rare and powerful skill* that, when practiced, can change the entire dynamic of a relationship, team and organizational culture.

Workplace relationships and team efforts reach new levels of quality when people learn to use their emotions consciously to achieve their intended outcomes.

Working with EI can give individuals and organizations an amazing edge in today’s marketplace. The quality of your “organizational EI” translates into the energy that drives your culture – and produces results.

MODULES

1. **Understanding Emotional Intelligence** – How it impacts your bottom line
2. **Mindset Matters** – Use the ©*Mindset Process Communication Model* to breakthrough habituated unproductive, thinking patterns
3. **The Foundations of EI** – Developing and implementing the core EI competencies skill sets
4. **Working with Individual and Collective Belief Systems** – Learning to identify the beliefs that do not support productive outcomes

5. **Emotional Self-Mastery** - Strategies for responding vs. reacting to emotional triggers in self and others
6. **Using Emotions as a Resource** – Developing the skills to use emotions to enhance well-being, motivation and effectiveness
7. **Learning the Skills of Values Alignment** – Learning to identify and use (in self and others) the behaviors that represent values as a continuous resource

Format & Audience

- **Program designed as a two – day format that can be modified to suit organization needs**
- **Preferably delivered in smaller group formats to maximize participation**
- **May be conducted as a team building program**
- **Both program versions can be targeted to different audiences and levels within an organization**
- **A follow-up session is highly recommended for this program**
- **DISC and other assessment tools also available for integration with EI content**

Coaching Options

- **Learning Program ideally combined with coaching sessions**
- **Coaching provided for team leaders and/or individual team members where specific development has been identified**
- **Coaching available as adjunct to participants attending the learning program**
- **Coaching sessions ideally combined as in-person and phone sessions**

PARTICIPANTS TAKE AWAY

- **Tools to create a more adaptive and flexible communication style**
- **Important new skills in “relationship management”**
- **A model for effectively responding to “emotional triggers”**
- **Greater ability to give and receive valuable feedback with more confidence and comfort**
- **The knowledge to develop more emotional “choice” in responding to daily workplace challenges**
- **Enhanced abilities in problem-solving and decision- making (moving from reactive to measured response)**

- **Greater capacity to handle stress with resiliency and shift habituated energy consuming patterns**

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