

Emotional Intelligence Seminar Outline

Workshop Objectives:

This workshop will help you anticipate and prevent destructive conflict, deal with disagreement before it gets out of control, encourage the expression of differences and management disagreement with more skill and assurance. Which will in turn better guarantee success both personally and professionally?

Workshop Topics:

1. Understanding Interpersonal Relationships

- The Roles We Play
- The Communication Process
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2. Emotional Intelligence and Success

- What is Emotional Intelligence?
- Self-Concept
- Perception

3. Active Listening

- Recognize Your Listening Patterns
- Improve Your Listening Performance
- Check Listening Accuracy

4. Why is Emotional Intelligence so Important?

- Can Emotions be Intelligent?
- When Smart is Dumb
- A Different Kind of Intelligence

5. Expressing Yourself

- Emotions in Interpersonal Communications
- How to Communicate Effectively

6. IQ and Emotional Intelligence

7. Managing Conflict

- Individual Styles of Conflict
- Hidden Agendas
- Methods of Conflict Resolution

Emotional Framework

