



EMOTIONAL INTELLIGENCE

Below are descriptions of my standard Emotional Intelligence (EI) workshops. Any combination of workshops can be created for a curriculum/cohort training program. Customization of any of these workshops is also available upon request.

Session Name	Learning Objectives	Timing	Notes
Intro to Emotional Intelligence	<ul style="list-style-type: none"> Explain the four core competencies of Emotional Intelligence. Describe why EQ is more important than other traits in leading self and others. Identify personal areas of improvement for further development. 	90 mins.	A self-assessment can be used with this workshop as pre-work or post-work. Recommended tool is the EQometer- \$150 per person
Coaching Emotional Intelligence Competencies	<ul style="list-style-type: none"> Review the core competencies of Emotional Intelligence. Identify behaviors that demonstrate good EQ. <p>Provide critical feedback & coaching to help others around improving EQ competencies</p>	2 hours	Course is designed for coaches, mentors and managers who are involved in the development of others.
Power of the Wise Mind	<ul style="list-style-type: none"> Define what the wise mind state looks like. Use the language of emotional validation to demonstrate empathy to others. <p>Address the emotional and practical needs of others, appropriately.</p>	2 hours	Workshop combines some core EQ principles with good communication skills. Great workshop for people who are customer-facing or deal with a lot of critical or crisis/reactive situations.
Customer Empathy	<ul style="list-style-type: none"> Describe the three levels of empathy and how they work together. 	2-3 hours	The time difference has a lot to do with the number of participants. Smaller groups get through the mapping exercise quicker.

	<ul style="list-style-type: none">• Explain why empathy matters in customer interactions.• Use an empathy map to improve customer relationships.		
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