

Emotional Intelligence



Course Number:	MTS EI 201	Scheduled Sessions:
Cost Per Person:	\$253 Participating Agency, \$506/Non-Participating	10/30/18
Eligibility:	All Employees	5/1/19
Instructor:	Your Clear Next Step	
Length:	8:30 am - 4:30 pm	
Location:	Des Moines, Hoover State Office Building, Level A	

Overview:

Working with others is one of the hardest things we do, and it requires the daily application of emotional intelligence. We've all got room to improve there! In this session, learn about emotional intelligence in Your Clear Next Step's tired-and-true W.H.A.T format; you'll learn What EQ is, How to apply it, Avoiding common pitfalls, and specific, concrete Tools and Techniques to boost your EQ at work (or in life).

Using a balance of instructor led– presentation and engaging, hands-on skill practice that simulates real-life situations in a totally nonthreatening way, this session will launch you on your way to being more effective in your current role by helping you raise your EQ and leverage emotional intelligence effectively.

Objectives:

- Gain a simple model for understanding the four stages of emotional intelligence and encounter clear definitions and relevance of each.
- Practice examples of how to apply emotional intelligence in relevant and commonly-experienced situations.
- Encounter stories and anecdotes, tools and techniques to learn “the easy way” to avoid the most common and most painful mistakes around emotional intelligence.
- Experience tools and techniques to help them improve their influence with others, including a tailored quick reference guide for future development.