

Emotionally Intelligent Leader

Does achievement lead to positive feeling, or does positive feeling lead to achievement? Emotional intelligence has been identified as a key component of personal and professional success. It is the ability to identify, assess, and control one's own emotions and to be sensitive to the emotions of others. In this program, you will survey the 18 different components/skills that comprise emotional intelligence as a first step in understanding and using emotion constructively in the workplace.



CEUs:
0.7 (7 hours)

HRCI Credits:
7 HR (General)

SHRM:
7 PDCs

Learning Objectives:

- Discuss the importance of emotion in effective leadership.
- Understand the importance of self-control and add at least three new techniques for maintaining perspective.
- Use mistakes made as teaching tools with employees.
- Articulate a personal "vision" for each area of responsibility.
- Demonstrate empathetic skills.
- Explore the role of effective coaching/mentoring in emotional leadership.
- Define your personal leadership style and outline development areas to enhance/alter current style.

Learning Options:

- Classroom training
- At your location
- Live Online

Who Should Attend:

- Leaders who would like to begin developing their insights and leadership skills in this key area.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



www.mranet.org

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Course Outline

- Discuss emotions at work and determine when they add or detract value
- Defend the importance emotional intelligence has on successful business outcomes
- Review the core competencies of self-awareness
- Evaluate the role relationships play in a business setting
- Gauge your emotional intelligence
 - ◆ Rate yourself and review your strengths
 - ◆ Determine how to succeed by performing a personal gap analysis

// Because of this class, self-control and intelligent, emotional leading will be a part of my everyday approach. I will take time to analyze problems before unconsciously reacting. //



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