

Emotional Intelligence: The Differentiator

Emotional intelligence is a critical component of personal and professional success. Your ability to identify, assess, and control your emotions and consider the needs of others defines your leadership brand. In this program, you will explore key competencies in each of the four factors of emotional intelligence—self-awareness, self-management, social awareness, and relationship management—and create a plan to increase your EI.



CEUs:	HRCI Credits:	SHRM:
0.3 (3 hours)	3.25 HR (General)	3.25 PDCs

Learning Objectives:

- Define emotional intelligence and its role in highly effective leadership.
- Implement action steps to leverage your unique strengths and address your personal development areas.
- Understand the importance of self-control and apply techniques to manage negative emotions and maintain perspective.
- Demonstrate listening and communication skills to express empathy toward others.
- Develop behaviors that demonstrate credibility and trust to positively influence others.

Learning Options:

- Classroom training
- Live Online
- At your location

Who Should Attend:

- Leaders, managers, supervisors, and individuals who want to develop their ability to manage their own behaviors and reactions and improve their working relationships.

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

800.488.4845

WISCONSIN
262.523.9090

MINNESOTA
763.253.9100

ILLINOIS
847.963.9860

IOWA/WESTERN ILLINOIS
309.764.8354



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Where HR Means Business.

Course Outline

- Discuss the impact emotional intelligence has on successful business outcomes
- Identify the skills and talents that make you unique, as well as personal areas for development
- Consider personal challenges with emotional intelligence and strategies for overcoming them
- Explore behaviors that help us experience and express empathy
- Review behaviors that build credibility and trust
 - ◆ Develop a plan to increase your influence
- Complete a personal gap analysis and create an action plan to strengthen your emotional intelligence

“ Self-control and intelligent, emotional leading will be a part of my everyday approach because of this class. I will take time to analyze problems before unconsciously reacting. ”



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