

## Mastering Emotional Intelligence

This one-day workshop is designed to help individuals and / or teams understand and apply the concept of **Emotional Intelligence** in order to **enhance the process of building and improving communications and working relationships across and beyond the members of a team**. The course is highly interactive and delivered at a rapid pace.

*“Emotional-social intelligence is a cross-section of interrelated emotional and social competencies, skills and facilitators that determine how effectively we understand and express ourselves, understand others and relate with them, and cope with daily demands.”*

**Reuven Bar-on**

Research has demonstrated that **EQ is a key differentiating factor** in terms of who moves up in an organization and who does not. It has been said that, *“IQ is a pretty good indicator of who gets the job. EQ is a better indicator of who keeps the job and gets promoted.”*

**Emotional Intelligence (“EQ”)** is a collection of composites comprising our emotional and social functioning and general psychological well-being – it is composed of elements that can change and be altered. **EQ differs from IQ in significant ways: IQ is static** over the course of one’s life; **EQ is dynamic** (i.e., it can be enhanced).

**Daniel Goleman** published a widely-read book on this relatively new area of management and leadership development in 1998, together with the **Emotional Intelligence Quotient** instrument (“EQ-i”). His model focuses on the three composites of **self-perception, self-expression and interpersonal**.



**Reuven Bar-on** developed and published an **enhanced model** in 2005 (“EQ-i 2.0”) which added **decision making** and **stress management** composites.

Each of the five composites is comprised of three key elements which are useful for assessment and improvement. **EQ-i 2.0** also includes a **General Well Being** (i.e., “Happiness”) composite. The model is highly effective in commercial environments for individual, team and organization development.

The **Center for Creative Leadership** (“CCL”, Greensboro, NC) conducted research that showed that the three most important determinants of leadership success over time include: relationship building, cognitive complexity and communication (NB: “Leadership success” is defined as continuing to advance up the ladder in one’s career for the purpose of the CCL study). Building awareness in the application of the concepts of **Emotional Intelligence** can help to advance an individual’s performance on all three dimensions of the CCL study.

### **Mastering Emotional Intelligence**

The **EQ-i 2.0 assessment instrument** is available in both self (individual) and 360 (feedback) versions. **EQ-i 2.0** scores do not necessarily reflect skill or lack thereof. The results reflect self-assessment (or 360 feedback) of the degree to which each EQ element is active and / or important in one's life and some associated behaviors. These factors can have a significant impact on the quality of the individual's interactions with others in business and social environments.

The workshop is designed to educate participants in the theory and **EQ-I 2.0** model, provide assessment results, interpretation support and materials and exercises to help participants make the elements more active (or less active if appropriate) in their lives.

Participants are encouraged to define which **elements should be maximized for success in their life and role at work. Time permitting, the same process is applied to particular roles in an organization** (sales, research, client support, technology, operations, human resources, finance, etc.) depending on the needs and priorities of the group overall.

Lynn Reed's delivery approach uses simple examples and humor to make the program come alive and get people to relax about subject matter that some may initially view as somewhat sensitive. He developed expertise in the application of the **EQ-I 2.0** (self and 360 versions) under the guidance of one of the **most recognized experts in the world**.

Program content can be customized to meet the needs of an individual, team, cross functional group or large-scale organization. Individual coaching is initiated during the program. The **EQ-I 2.0** requires a bit of lead time to get the instrument completed, returned, scored, reports generated and analyzed prior to the seminar.

Lynn Reed has extensive experience in conducting this program globally with excellent results. If you would like to learn more, please do not hesitate to contact him directly - you will not be disappointed. Thank you for your interest.

***Our passion is contagious!***