

Title: Emotional Intelligence

Production Company:

CRM Learning
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Reorder Information:

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Emotional Intelligence Services
(877) 267-8375
www.eisglobal.com

Length: DVD (28 minutes)

Synopsis:

Materials included:

- DVD of Emotional Intelligence and Discussion Segments
- Leader's Guide (38 pages)
- 10 Participant Workbooks (19 pages each)
- 10 Reminder Cards
- PowerPoint Presentation on CD-ROM

We have emotions every single second of the day. Most workers are told to not express their emotions and to leave them at home. However, through Emotional Intelligence, proper understand and use of emotions can be critical to helping us be more effective workers and better communicators. Emotional Intelligence is about being effective and intelligent about our emotions and can set star performers from the poor performers.

Emotional Intelligence refers to knowing how we and others feel, why we feel this way and what can be done about it. It is our ability to understand and use the power of our emotions wisely. It is a fact that the people in organizations who achieve the most creative breakthroughs are NOT those with the highest I.Q. – But those with high Emotional Intelligence. Managers tend to fail because of their inability to handle change, their inability to work in a team and their

poor interpersonal relations, which are all deficits in Emotional Intelligence. Training in Emotional Intelligence can result in a dramatic cut in lost-time accidents, a reduction in formal grievances a year, and an increase in company productivity and profit. The five essential competencies that raise our level of Emotional Intelligence include:

1. Self-awareness
 - a. “Tune-in” to your emotions
 - b. Express your feelings to others
2. Self-regulation
 - a. Accept responsibility for emotional responses
 - b. Learn to manage emotional “triggers”
3. Self-motivation
 - a. Strive to be “in the moment” with work tasks
 - b. Resist self-defeating thoughts when set-backs occur
4. Empathy
 - a. See the world through the eyes of others
 - b. Recognize and respond to everyone’s emotions
5. Effective relationships
 - a. Use Emotional Intelligence to influence and persuade others
 - b. Build consensus and support for team goals

Emotional Intelligence is not about being nice all the time, about being touchy-feely, or about being emotional. Instead, it is about being honest, about being aware of feelings (both yours and others), about being smart with your emotions, and about knowing how to use your passions to motivate yourself and others.