DROSTE

Building Effective Relationships with Emotional Intelligence

The quality of a leader's relationships with direct reports, colleagues, and customers is directly tied to success. This course explores how understanding emotional intelligence can help build professional relationships that are positive, productive, and effective. Emotional intelligence is made up of two main skills: personal competence, which is the ability to recognize and manage your own feelings; and social competence, which is the ability to manage your interactions by recognizing and responding to others' feelings and behavior. Mastering both competencies is key to building effective relationships overall and underpins other leadership skills. This course also explores two of those skills—exercising influence and managing conflict—in the context of emotional intelligence.

Objectives

- Understand the role of emotional intelligence in the workplace
- Understand how to manage your emotions and those of others
- Explore elements of exercising influence
- Discuss different styles of managing conflict
- Explore and apply an approach to address conflict

Benefits

- Techniques and strategies provide a range of ways to understand individual feelings and increase perception of the feelings of others
- Focus on influence and conflict management allow an exploration of EQ in practical application

Supported Competency Focus Area	
Self-Awareness	☑
Relating	☑
Thinking	☐
Working	☑
Leading	☑
Teaming	☑

Assessment

TalentSmart Emotional Intelligence Appraisal

Format

Classroom-based: Full day

See Also

Emotional Intelligence