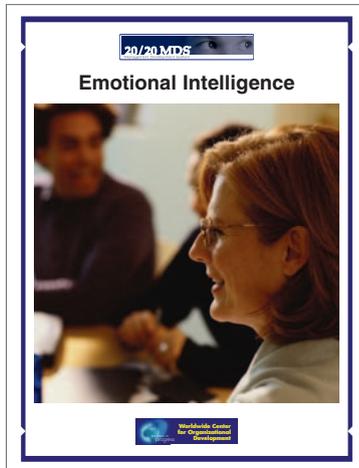


Emotional Intelligence

(Level A)



Underpinning Competencies

- Emotional Intelligence
- Listening and Organising

Linked Assessments (where applicable)

- Emotional Intelligence Style Profile

Elective

Although there is some dispute about what constitutes human intelligence or human emotion (and how it might be successfully measured) this module suggests that the term emotional intelligence draws on two simple concepts. To be “intelligent” or what we will term “applying knowledge appropriately” and to be “emotionally astute” or “tuned in”, or what we will term “applying feelings appropriately”. Emotional intelligence is driven by two major factors. These are people’s basic drive or motivation and the relative structure or flexibility of their thinking about themselves and others. It is therefore suggested that “applying knowledge appropriately” is fundamentally about “analysis” and “intuition”, and “applying feelings appropriately” is fundamentally about “experience” and “expression”.

Grounded in the work of modern day psychology and neuro-science, this workshop will introduce four emotional intelligence styles that people are likely to adopt in varying degrees in dealing with life in general and other people in particular. By learning what contribution each of these style types makes, we can start to recognise that style versatility is likely to lead to the most beneficial outcome in most cases.

Objectives

At the end of this module you will be able to:

- identify the four stages of understand, learn, assess and review of the effective emotional intelligence continuous learning cycle.
- identify and interpret the significant emotions of yourself and others.
- recognise the difference between emotional traits and states and their impact on people’s behaviour and action.
- appropriately select and apply all four emotional intelligence styles.
- enhance your ability to effectively manage and better control emotions in a range of different situations.
- demonstrate how a more “rounded” use of emotional intelligence can improve competency in a range of specific areas.