

Management research as the practice has long valued a single type of intelligence related to IQ. This approach denies a part of reality: the emotions. It is now recognized that skills related to effective use of emotions exist and allow individuals who have these skills, to be more effective at work.

### OBJECTIVES

**DEVELOP ITS EMOTIONAL INTELLIGENCE TO IMPROVE ITS RELATIONS WITH OTHER PEOPLE.**

After this training session, participants will be able to:

- *use self-awareness and self-control to develop interpersonal relationship;*
- *manage their emotions and use them properly to improve their communications with their entourage.*

### CONTENT

**Intelligence and emotional skills**

**Self-consciousness: main development tool**

Emotions, perceptions and other elements of a situation

**Self-control**

The automation and generalizations

The elements and levels of a transaction

The control of negative emotions

**Assertiveness**

Clear speaking

Active listening

Constructive feedback

**Personal Development Plan**

### METHODOLOGY

The methodology includes presentations on the emotional intelligence concept and related concepts. Discussions, case studies and scenarios are also part of the methodology. The personal involvement of participants is essential for achieving the goals. At the end of the session, participants have to prepare a personal development plan in order to improve of their interpersonal skills.

### PARTICIPANTS (maximum 12)

Anyone who wishes to initiate or continue a process of development of his emotional intelligence.

