First Select Emotional Intelligence: Strategies for Success

Date	Venues	(\$)Fees	Book your seat
22 Jun -26 Jun 2025	Istanbul	3300	Register Now

Objectives

By the end of the course, participants will be able to:

- Explain the nature and theories underlying Emotional Intelligence (EI)
- Identify their personalstrengths and blind spots through self assessments
- Define the various Elcompetencies and identify areas for improvement as needed
- Practice empathy buildingskills with emphasis on active listening
- Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom line results

Course Outline

Emotional Intelligence (EI)

- History: definition, theories and models
- Intelligence: cognitiveintelligence
- Intrapersonal and interpersonal intelligence
- Emotional Intelligencedefined
- Emotional Quotient (EQ)versus Intelligence Quotient (IQ)
- IQ and EI predictions
- Research findings
- Framework of Elcompetencies
- Daniel Goleman's competencyframework

Self Awareness and Self Management: The Cornerstones of EI

- The impact of selfawareness
- The impact of socialawareness
- Self assessment and discovering your personality type
- Scoring and interpretationof results: the four dimensions
- Extra version and introversion
- Sensing and intuition
- Thinking and feeling
- Judgement and perception
- Dealing with various types

The Conceptual Model

- The competency framework
- The four competencyclusters
- From self awareness torelationship management

The Competencies of EI

- Competency defined
- The competency iceberg
- The core of EI: selfawareness
- Self management competencies
- Social awarenesscompetencies
- Relationship management competencies
- Definitions and real lifeexamples
- · Core questions, underlyingbehaviors, and tips for improvement

Empathy: A Critical EI Competency

- Definition and examples
- · Empathy and activelistening
- The personal listeningprofile: determining your preferred approach to listening
- Appreciative listening
- Empathic listening
- Comprehensive listening
- Discerning listening
- Evaluative listening

EI Competencies and Leadership Styles

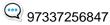
- The power of leaders:influencing organizational climate
- Organizational climate: thesix components
- Correlation between Elcompetencies, styles, climate and results

Leadership Styles

- The six styles
- When best to use each style
- · Impact of styles on climateand bottom line results

WORKSHOP STYLE

A mixture of short presentations, interactive discussion, individual exercises and group work. The emphasis throughout is on a practical approach using case material and examples.



info@firstselectbh.com

www.firstselectbh.com