



Emotional Intelligence III:

Putting Emotional Intelligence to Work

Course Manual



STATE CIVIL SERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

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EI III: PUTTING EMOTIONAL INTELLIGENCE TO WORK

COURSE DESCRIPTION

This half-day instructor-led course is designed to allow participants to practice strategies that improve self-awareness and relationship management. Hands-on activities stress the identification, the analysis, and the importance of managing one’s emotions and recognizing their effect on interactions and workplace culture. This class is open to anyone seeking to learn how their own and others’ emotions impact their productivity; as well as how to respond constructively and objectively to others’ emotions.

PREREQUISITES:

Emotional Intelligence I WBT
Emotional Intelligence II WBT

TRAINING OBJECTIVES

- ◇ Identify how emotions impact productivity.
- ◇ Recognize situations that trigger your own strong emotions.
- ◇ Recognize and respond to others’ strong emotions constructively and objectively.
- ◇ Practice techniques to manage strong emotions effectively.

INSIGHTS & OBSERVATIONS

TRAINING TAKEAWAYS

Use the area below to record key concepts, values, and Ideas that you found beneficial today. Please ensure you list your “Most Valuable Takeaway” (MVT) below to discuss at the end of training.

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WHAT IS EMOTIONAL INTELLIGENCE?

Notes:



WHY DOES EI MATTER?

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SELF AWARENESS STRATEGIES

Notes:

WHAT ROLES DO I FILL?

Notes:

Self Awareness Activity

Role	Positive Emotion	Negative Emotion	Triggers of Negative	Self Management

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SELF MANAGEMENT STRATEGIES

Notes:

Negative Self-Talk	Positive Self-Talk
<input type="checkbox"/> You have to be perfect.	<input type="checkbox"/>
<input type="checkbox"/> You are an idiot.	<input type="checkbox"/>
<input type="checkbox"/> Why would they care what I think?	<input type="checkbox"/>
<input type="checkbox"/> You are not worth it.	<input type="checkbox"/>
<input type="checkbox"/> You are not smart enough to get that degree.	<input type="checkbox"/>
<input type="checkbox"/> They are better than I am.	<input type="checkbox"/>
<input type="checkbox"/> You will never be anything different.	<input type="checkbox"/>
<input type="checkbox"/> You are not very considerate or nice.	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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SELF MANAGEMENT STRATEGIES

NONVERBAL CUE VIDEO

What did you see in the video that could be perceived in a negative way?

Emotion	Reason
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

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SOCIAL AWARENESS STRATEGIES

Notes:

RELATIONSHIP MANAGEMENT STRATEGIES

Notes:

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WHAT WILL I COMMIT TO IMPROVING ?

Trust	Communication
<input type="checkbox"/> I will follow through with my actions.	<input type="checkbox"/> I will actively listen in order to understand the situation rather than to respond.
<input type="checkbox"/> I will show empathy with the person I struggle with the most.	<input type="checkbox"/> I will paraphrase my understanding of the issue.
<input type="checkbox"/> I will be honest with myself and others.	<input type="checkbox"/> I will maintain eye contact while communicating with others.
<input type="checkbox"/> I will not hide my feelings; however, I will express them in a positive and productive manner.	<input type="checkbox"/> I will refrain from talking over people.
<input type="checkbox"/> I will communicate openly.	<input type="checkbox"/> I will not finish other people's sentences.
<input type="checkbox"/> I will not play the blame game.	<input type="checkbox"/> I will use "I" statements when communicating.
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

My Happy Place

EI III: RESOURCES

If you would like to know more about anything we have talked about in today's class, check out the following resources.

1. Connelly, Mark (n.d.) Emotional Intelligence. Retrieved from <http://www.change-management-coach.com/emotional-intelligence.html>.
2. Connelly, Mark (n.d.) Self Awareness. Retrieved from <http://www.change-management-coach.com/self-awareness.html>.
3. Connelly, Mark (n.d.) Self Regulation. Retrieved from <http://www.change-management-coach.com/self-regulation.html>.
4. Connelly, Mark (n.d.) Social Awareness. Retrieved from <http://www.change-management-coach.com/social-awareness.html>.
5. Connelly, Mark (n.d.) Relationship Management. Retrieved from <http://www.change-management-coach.com/relationship-management.html>.
6. Mind Tools Editorial Team (n.d.) Managing Your Emotions at Work. Retrieved from https://www.mindtools.com/pages/article/newCDV_41.htm.
7. Bradberry, T. & Greaves, J. (2009). Emotional Intelligence 2.0. San Diego, CA: TalentSmart.