Topics:

1. Exploring: What is Emotional Intelligence
2. Getting Feedback: Understanding your own Emotional Intelligence
3. Taking Action: Effective ways to leverage your Emotional Intelligence

Learning Objectives:

1. To understand the concepts and characteristics of Emotional Intelligence
2. Begin to develop the ability to manage difficult situations and individuals
3. Develop a plan for establishing rapport and understanding with your customers
4. Recognize best practices to communicate effectively with subordinates, peers, and superiors
5. Identify individual EI competencies which can be leveraged in your job
6. To establish an action plan to develop a needed EI competency