



# Understanding Emotional Intelligence

*For better effectiveness, relationships, wellbeing and quality of life*

## Example Objectives

- ▶ Manage your emotions by recognizing how thoughts and emotions are connected.
- ▶ Improve your self-control by identifying physical cues that indicate your emotions may be taking over.
- ▶ Discover how emotional intelligence can help you develop more positive relationships at work and a more optimistic outlook.
- ▶ Learn how to use assertive communication to express your needs and feelings appropriately.
- ▶ Explore how to use emotional intelligence to bounce back from setbacks.

**This program is customizable to address the specific needs of your organization**

## Key Topics Covered

- ▶ How to develop your self-awareness by discovering how thoughts drive feelings and recognizing your physical cues that emotions are arising.
- ▶ Learn to prevent emotional-hijacking by using techniques for collecting your thoughts.
- ▶ How to develop more positive relationships with others at work through empathy.
- ▶ Improving communication by building assertiveness skills.
- ▶ Using your emotions as a tool to improve the process of conflict resolution.
- ▶ Responding more quickly and positively to changing priorities and situations.
- ▶ Keeping your exposure and staying focused in stressful or high-pressure situation.
- ▶ How to reframe thinking, change perspective, and bounce back from setbacks.



## PIEDMONT HUMAN RESOURCES

**Wanda Swain, SHRM-CP, PHR**  
President and founder

wanda@piedmonthr.com 336.662.3145  
www.piedmonthr.com