



TalentSmart's EQ Learning™
Emotional Intelligence Training
Overview





TalentSmart's EQ Learning™ Program Philosophy

Introduction

Emotional intelligence (EQ) is a person's ability to perceive, understand and manage emotions—their own and those of other people. It is one of the most important abilities we possess. It is more important for job success than intelligence, experience, or technical ability.

Emotional Intelligence Matters

Recent studies across industries show that EQ predicts job performance 2 to 1 over any other skill.

Unlike intelligence, emotional intelligence is a fluid ability that can be greatly improved with practice. Building emotional intelligence skills offers anyone the opportunity to be increasingly effective in every interpersonal interaction on the job, regardless of profession or organization level.

EQ Training Program Design

The Methods:

The most effective method for developing emotional intelligence skills are by increasing awareness and understanding, observing and practicing, and making the commitment to take action. The *EQ Learning*™ Program uses these methods and other adult learning strategies to guide participants through a discovery and development process to immediately use improved EQ skills on the job.

Target Audience:

TalentSmart's *EQ Learning*™ Program has been designed specifically for people at work using applied learning strategies. Learning activities and group methods can be adapted according to level in the organization. Learning experiences are always work related and handle the topic of emotions at work in a professional, safe, yet insightful manner.

EQ Training Program Structure:

TalentSmart developed this one-day *EQ Learning*™ curriculum to cover exactly what people need to know when they are learning about emotional intelligence for the first time. Our organization developed customized training curriculum to meet customer needs, and after refining and focusing the learning format, it is now ready for experienced training professionals to deliver in their organizations.



EQLearning Certification Program Overview

Notes 

Group and individual activities help bring to life examples of these four skills through the licensed use of Hollywood films that illustrate each skill in action. This method is engaging and particularly helpful to participants because it makes discussing people in specific situations safe.

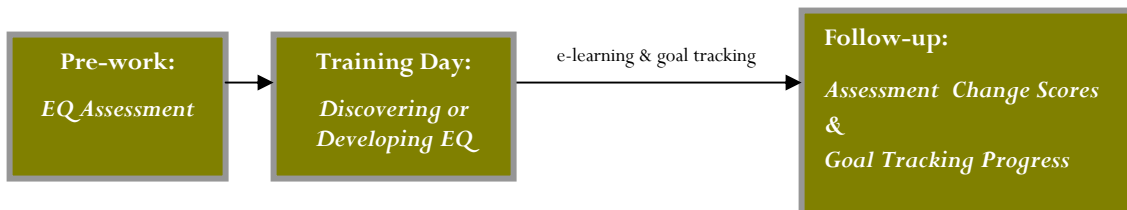
EMOTIONAL INTELLIGENCE SKILL MODEL

	WHAT I SEE	WHAT I DO
WITH ME	Self-Awareness	Self-Management
WITH OTHERS	Social Awareness	Relationship Management

The design of the TalentSmart EQ training method is a blended learning solution, it expects each learner to:

- ∴ Discover, learn, and explore the four critical skills to success through multiple learning modalities
- ∴ Use pre-work assessments to personalize the learning, followed by group training using adult learning methods and action planning
- ∴ Participants are encouraged to go back online to access a series of e-learning activities and goal tracking for 6 months
- ∴ Discover the skills that matter and identify where their own skill levels are currently
- ∴ Interact with others around a series of learning activities
- ∴ Commit to a targeted development plan and access privately at their convenience a series of movie and TV clips of EQ skills in action in order to learn from a broader set of situations where EQ matters
- ∴ Set goals and send them to someone such as their supervisor, a coach, a trainer or trusted coworker (This goal tracking system even allows for feedback on goal progress)

TalentSmart's unique blended learning solution sets in motion a continuous process over a period of months using multiple learning methods:





Program Learning Objectives:

Day 1 - *Discovering Emotional Intelligence.*

This one-day program provides an overview of emotional intelligence by raising participant awareness of emotional intelligence and the 4 core EQ skills (self-awareness, social awareness, self-management and relationship management). This program includes the self-report Emotional Intelligence Appraisal (Me Edition) and opportunity for group learning, insight, and goal setting.

Topics Covered

- ∴ What emotional intelligence is (the biological basis and the core skills model),
- ∴ Why it matters (Outcome research in organizations),
- ∴ What is my EQ? (participants take the *Emotional Intelligence Appraisal™ - Me Edition*),
- ∴ Broaden self-understanding (new insights and awareness)
- ∴ Overview of Self Awareness, Self Management, Social Awareness, and Relationship Management
- ∴ Provide immediate application (goal setting) to upcoming challenges on the job where emotional intelligence skills will play a key role in achieving a successful outcome.

Day 2 - *Developing Emotional Intelligence*

A focused effort at increased self-awareness and development of new skills, after participants have had a chance to practice skills learned during Day 1. Day 2 provides ample opportunity for group learning and skill practice and includes a multi-rater assessment with the *Emotional Intelligence Appraisal™ - MR Edition*.

Topics Covered

- ∴ Revisit EQ strengths and development areas
- ∴ Learn new techniques for fostering greater self-awareness (participants receive feedback from a multi-rater assessment)
- ∴ Acquire advanced strategies and skills in self-awareness, self-management, social awareness and relationship management.
- ∴ Understand and manage conflict more effectively
- ∴ Gain new insight into personal values
- ∴ A new set of advanced emotional intelligence development goals