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| *Business Purpose* | Mastering the hard skills of a position, such as technical skills that can be taught, is only one indicator of success in the workplace. Soft skills, such as respect for others and proper etiquette, are also needed. Whether in a remote position or on site, most jobs require interaction with other people, whether they are colleagues or customers. How you manage your responses to others and how you maintain control of your emotions is a necessary soft skill referred to as emotional intelligence (EI or EQ). While most soft skills are considered innate, it is possible to improve your EI through awareness and practice.  This course is intended to introduce the learner to the concept of emotional intelligence and how the knowledge and practice of these skills can improve relationships and overall morale in the workplace. It is part of a larger course on soft skills and should be presented to the learner within the appropriate sequence of the soft skills training modules. | |
| *Target Audience* | Immigrants and refugees new to the American workforce; or anyone in the workplace that would like to better understand emotional intelligences and how they impact their work. | |
| *Training Time* | 110 minutes | |
| *Training Recommendation* | This course is designed as virtual instructor-led training (vILT). The content will be presented live by a facilitator with technical support from a producer using Zoom video conferencing. Learners will receive a Zoom link one week before the scheduled training and an email reminder containing the link the day before the scheduled training. The ideal number of participants is no more than twenty-five. If more participants are required to complete the course, other training dates should be offered. | |
| *Deliverables* | * Design Document * Slide deck developed in PowerPoint * Facilitator’s Guide including notes for the producer written in   Microsoft Word. | |
| *Learning Objectives* | * Identify the five key elements of emotional intelligence. * Summarize the importance of emotional intelligence in the workforce and in leadership. * Give examples of ways to practice and develop emotional intelligence. | |
| *Training Outline* | 1. Introduction to the Course 2. Introduce topic, facilitator, and producer 3. Learning objectives 4. Give directions for installing Mentimeter app if needed 5. Poll – Mentimeter: Rate your familiarity with Emotional Intelligences. 6. Never heard of it. 7. Sounds familiar, but I’m not really sure what it is. 8. I have heard of it and have some knowledge of it. 9. I am very familiar with it and know my own emotional intelligence strengths and weaknesses. 10. What are Emotional Intelligences? 11. Definition and acronyms (EI or EQ) 12. Five key elements of EI 13. Self-awareness 14. Self-regulation 15. Motivation 16. Empathy 17. Social skills 18. Activity – Five breakout rooms: In your group, discuss which of the five key elements you feel are your strengths and which are your challenges. 19. Why is it important to understand EI? 20. In the workplace 21. In leadership 22. Activity: Individual and group 23. Individual: Using the provided link, complete the EI Quiz. When finished, journal your thoughts about the results. 24. Group: In same breakout rooms, discuss results of EI Quiz. How were they the same as your initial thoughts in the first activity? How were they different? 25. How can EI be developed? 26. Activity: In five different breakout rooms, assign each group one of the key elements of EI. As a group, brainstorm ways EI can be developed within that element. 27. Group activity: Designate one person within each breakout room to contribute ideas to a word cloud in Mentimeter. 28. Provide other examples from PPT. 29. Assessment: Kahoot! 30. Provide participants with the website and game code. 31. Play Kahoot! 32. Conclusion: Wrapping it up 33. Go over key details 34. Thank learners for their participation 35. Questions and Answers (if time) | |
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| *Evaluation Plan* | * Discussion questions/participation in breakout rooms * Journal/reflection participation * Kahoot! Game participation | |