

Developing Your Emotional Intelligence

ADRN 6213

Course Outline

Description: Emotional Intelligence (our 'EQ') plays a critical role in the overall quality of our personal and professional lives. Emotional Intelligence is a set of skills and attitudes that help you recognize, understand and choose how you think, feel, and act. In this course you will learn how improving your own EQ will help you to effectively manage conflict, deal with stress, relate to others, work better and be happier.

The class addresses the topics of emotion and the brain, emotional awareness and expression, emotional regulation, assertiveness, empathy, relationship-building, decision-making, and stress management. There will also be more introspective topics such as independence, problem solving, impulse control, optimism, flexibility, social responsibility, self-actualization and reality-testing.

Pre-Requisite: None

Course Goals: To improve every element of your personal and professional life by using your brain to best advantage. Day One of the course focuses on the brain and how choice shapes our life, and then how to recognize, regulate and express emotion. Day Two addresses social intelligence – how we interact with others. Day Three looks at personal effectiveness, decision making and the elements of happiness.

Course Objectives: At the completion of this course, the student will be able to:

- Understand and improve your emotional intelligence skills
- Through an understanding of your brain, learn to take charge of your thoughts so they regulate emotion and reduce stress
- Enhance your recognition of the range of emotions including the emotions that underlie anger and tears
- Consider strategies to regulate emotion
- Appreciate the value, to yourself and others, of expressing emotion
- Develop social intelligence by supporting the dignity of others
- Overcome the ten temptations that violate our own dignity and the dignity of others
- Consider the elements and benefits of mutually satisfying interpersonal relationships and connection to the greater good
- Using 'I' statements and other assertiveness tools, communicate with firmness and clarity while remaining respectful. Take your rightful space in the conversation, but leave space for the other person.
- Consider workplace behaviours that do or don't foster good relationships and a positive environment.
- Identify strategies and processes to become more productive at work, be more objective and make better decisions
- Manage stress
- Increase happiness
- Integrate and practice the skills of the course through reflection and practice exercises.

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A

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grade report can be printed from myWCS.

Code of Student Conduct:

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at Western University, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For the complete Code of Student Conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>.

Course Schedule:

DAY ONE

MANAGING THOUGHT AND REGULATING EMOTION

Introduction of the course and participants

Success Factors in Life

Understanding the Brain

Video: Attitude: Radiating Possibility

Emotional Vocabulary

Iceberg of Anger

Value of Expressing Emotion

Exercise in Pairs

DAY TWO

SOCIAL INTELLIGENCE – INTERACTING WITH OTHERS

The Importance of Dignity

'I' versus 'Me'

The Ten Temptations

Assertiveness

Video: In This Together

Social Responsibility – Flipchart carousel

DAY THREE

PERSONAL EFFECTIVENESS AND HAPPINESS

Impulse Control – Strategies

Recognizing Bias. Developing Objectivity

Making Sound Decisions using the ORID model

Increasing Tolerance to Stress

Perfectionism: the Enemy of Happiness

Independence

Optimism

Evaluation Method:

As part of the course/instructor evaluation, a survey will be sent to you electronically by Continuing Studies. You will be asked the following questions. Please consider these throughout the course.

1. How would you rate your overall experience?
2. Please indicate your agreement with the following statements:
 - a. The course content was relevant and valuable.
 - b. The instructor conducted class sessions in an organized, well-planned manner.
 - c. The instructor explained concepts clearly.
 - d. The instructor displayed enthusiasm and energy in conducting class sessions.
 - e. The instructor made me feel comfortable in the learning environment.
 - f. The instructor encouraged my participation and interaction.