

Emotional Intelligence

LEAD6207

Course Outline (workshop)

Description: Emotional intelligence is a suite of skills relating to self-awareness, self-regulation, connection to and interaction with others, decision-making and stress management. It is a major determinant of our well-being and our success in life. This course uses findings from neuroscience research to understand the brain and use this knowledge to improve our emotional intelligence.

Topics:

- Connection of Emotional Intelligence to Leadership
- The Brain
- Recognizing and Regulating Emotion
- Expressing Emotion
- Empathy and Levels of Listening
- SCARF
- Impulse Control
- ORID Decision Making Model
- Other topics arising out of EQ-I self-assessments

Course Goals: Improve all aspects of participants' life and work by increasing their self-knowledge, adding to their understanding of the elements of emotional intelligence, and providing approaches to improve their emotional intelligence.

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

- Identify characteristics of excellent leaders
- Connect leadership to emotional intelligence
- Understand your own strengths and opportunities for growth
- Through an understanding of your brain, learn to take charge of your thoughts so they regulate emotion and reduce stress
- Enhance your recognition of emotion including the emotions that underlie anger
- Learn strategies to regulate emotion
- Appreciate the value, to yourself and others, of expressing emotion
- Develop relationships and better motivate others by supporting others' psychological interests
- Understand and rise above your hard-wiring
- Enhance assertiveness skills
- Improve Impulse Control
- Make better decisions by engaging the limbic system
- Better understand your strengths and growth opportunities through self-assessment and reflection.

Texts: course manual is provided at the start of the course

Attendance Requirements:

Students are required to attend 100% of class time in order to receive a completion for this course. A grade report can be printed from myWCS.

Western Continuing Studies

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/board/code.pdf>

Course Schedule: Two consecutive days from 9 am to 4 pm

Day One

Introduction of program, instructor and participants
Best Boss/Worst Boss
Connection of Leadership to Emotional Intelligence
Aspects of Emotional Intelligence
Overview of EQi 2.0
The Brain
Recognizing and Regulating Emotion
Expressing Emotion

Day Two

SCARF
Empathy
Assertiveness
Assertiveness Role Play
Flexibility
Impulse Control
Decision-Making Model
Flex Time (topics based on participant preferences)
Course Wrap-up

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.

This course outline is a sample only and is subject to change.