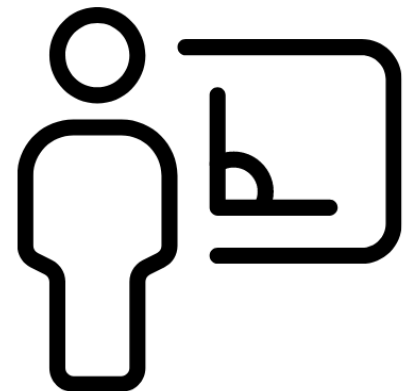


# Instructors Guide



On the following pages is a sample module from our Instructor Guide. It provides the instructor with a copy of the material and a Lesson Plans box.

The key benefit for the trainer is the Lesson Plan box. It provides a standardized set of tools to assist the instructor for each lesson. The Lesson Plan box gives an estimated time to complete the lesson, any materials that are needed for the lesson, recommended activities, and additional points to assist in delivering the lessons such as Stories to Share and Delivery Tips.



*People may not remember what you said, but they remember the way you made them feel.*

**Maya Angelou**

## Module Two: Introduction to Emotional Intelligence



Emotions play a big role in our lives; they help to guide decisions for the world around us and influence our interactions with others. Accordingly, emotions are also shaped from the external world. Emotional intelligence brings control to our everyday emotions, and will affect every aspect of our lives. The ability to control one's emotions and use them in a healthy manner can be life-changing. Emotional intelligence combines emotional and social skills to navigate through organizations and relationships, as well as deal with emotional stress. It is a skill that can be learned and strengthened, bringing great success to an individual's personal and professional life. With an emotionally intelligent team, maximum success can be achieved.

### Defining Emotional Intelligence



Every day we face situations in which we emotionally react. Emotional intelligence (EI) brings cognition to emotional responses. It involves recognizing, understanding, and *managing* our own emotions, as well as recognizing, understanding, and *influencing* the emotions of others. This includes being aware of the emotions that drive specific behaviors. It does not mean denying personal feelings, but rather identifying and reasoning with them. Developing emotional intelligence is especially important in the workplace, as it teaches professional and empathetic communication.

<b>Estimated Time</b>	7 minutes
<b>Topic Objective</b>	To define <i>emotional intelligence</i> , in regards to intrapersonal and interpersonal skills.

<b>Topic Summary</b>	Emotional intelligence is recognizing, understanding and managing our own emotions, as well as recognizing, understanding and influencing the emotions of others.
<b>Materials Required</b>	None
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Have participants share experiences with emotional intelligence, including when they have recognized it with others, or when they have shared it with others.
<b>Stories to Share</b>	The term Emotional Intelligence was coined by Peter Salovey and John D. Mayer in 1990. It became popularized in 1995 by psychologist Daniel Goleman in his book “Emotional Intelligence”.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What is emotional intelligence?

## The Importance of EI



Emotional intelligence is incredibly valuable to many major aspects of our lives—our mental and physical health, professional success, and personal relationships. There are many positive traits that come from emotional intelligence. In business, emotional intelligence will cultivate motivation, change and leadership. It encourages us to step away from an autopilot mode, and become better at navigating through the many social complexities in life. Respectively, emotional intelligence will help us to create a healthy and balanced lifestyle.

Signs of low emotional intelligence include:

- Having a victim mentality
- Being unaccepting of feedback
- Dwelling on mistakes
- Difficulty listening and connecting
- Often quick to make judgments

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To determine the importance of emotional intelligence, and identify signs of low emotional intelligence.
<b>Topic Summary</b>	Emotional intelligence is incredibly valuable to many major aspects of our lives- our mental and physical health, professional success, and personal relationships.
<b>Materials Required</b>	<a href="#">Worksheet 1: The Role of EI</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all participants.
<b>Recommended Activity</b>	Have participants complete Worksheet 1: The Role of EI.  Allow time to discuss worksheet responses.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	This activity is personal- participants may not wish to share their experiences.
<b>Review Questions</b>	Why is emotional intelligence important?  What is a sign of low emotional intelligence?

## Who Needs It?



Humans are wired for connection; these connections consist of social interactions full of emotions. Essentially, identifying and building emotional intelligence is important for *everyone*. High emotional intelligence is a hiring trait desired by leading corporations, and to some extent, more important than IQ. Emotional intelligence provides a strong foundation for humans to reflect on their emotional responses, including when managing feelings of stress or overwhelm, creating a collaborative environment, and having difficult conversations with others. It is the key to achieving success in any leadership role.

When emotional intelligence is lacking from one individual in the workplace, it affects everyone else within the organization. These repercussions can include a lower company morale, and decrease in productivity and performance. A positive work environment requires employees who are willing to coach and motivate one another, in which emotional intelligence is the foundation.

<b>Estimated Time</b>	7 minutes
<b>Topic Objective</b>	To recognize that emotional intelligence is important for <i>everyone</i> .
<b>Topic Summary</b>	Emotional intelligence provides a strong foundation for humans to reflect on their emotional responses, including when managing feelings of stress or overwhelm, creating a collaborative environment, and having difficult conversations with others.
<b>Materials Required</b>	Flipchart/board, markers
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Have participants discuss careers that would benefit from developing emotional intelligence and why. Write these responses on the flipchart/board.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What happens when emotional intelligence is lacking from someone in the workplace?

## What Are Emotions?



Since emotional intelligence is all about the management and control of emotions, it is advantageous to understand what emotions are and why they matter. Although we all share the same emotions, we do not all experience these emotions the same way. Emotions are natural reactions that we experience, in response to a situation, mood, or connection. They signal a change that has occurred within us, or in our environment. The six basic human emotions, also known as primary emotions, are happiness, sadness, surprise, fear, disgust, and anger.

Emotions may be momentary or long-lived. There are three key elements of emotions, including the subjective experience (how someone experiences an emotion), the physiological response (how their body reacts to this emotion), and the behavioral/expressive response (how they behave in response to this emotion). Emotions will guide decisions, help us to avoid danger, and motivate action. Our daily lives are influenced on whether we are feeling happy, sad, or bored.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To define <i>emotions</i> , acknowledge the six basic human emotions, and identify the three key elements of emotions.
<b>Topic Summary</b>	Emotions are natural reactions that we experience, in response to a situation, mood, or connection. They signal a change that has occurred within us, or in our environment.
<b>Materials Required</b>	<a href="#">Worksheet 2: The Value of Emotions</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all participants.
<b>Recommended Activity</b>	Have participants complete Worksheet 2: The Value of Emotions.  Discuss worksheet responses.
<b>Stories to Share</b>	Research has proven that naming our emotions will lessen its intensity. This exercise, coined “name it to tame it” by Dr. Dan Siegal, involves noticing and labeling our emotions as they are happening.
<b>Delivery Tips</b>	Encourage everyone to participate.
<b>Review Questions</b>	What are the six basic human emotions?  What are the three key elements of emotions?

## EQ vs. IQ



The intellectual capabilities of humans are complex. Intelligence Quotient (IQ), developed in the early 1900's, is the measure of an individual's general intelligence, including their reasoning skills, logic, abstract thinking and working memory. Over the years, experts have recognized that an individual's intelligence is more than just cognitive abilities, but emotional abilities as well. Emotional Quotient (EQ) is the measure of an individual's emotional intelligence. Where IQ includes intellectual potential, EQ involves social skills, conflict resolution, leadership abilities and emotional control.

Although these concepts measure very different traits, they are both important thinking skills that are determinants of success. In some ways, EQ may be considered more valuable than IQ. EQ can have a great impact on our happiness and overall health, as well as professional growth and achievement.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To differentiate between <i>emotional quotient (EQ)</i> and <i>intelligence quotient (IQ)</i> .
<b>Topic Summary</b>	Where IQ includes intellectual potential, EQ involves social skills, conflict resolution, leadership abilities and emotional control.
<b>Materials Required</b>	<a href="#">Worksheet 3: EQ vs. IQ</a>
<b>Planning Checklist</b>	Provide enough worksheet printouts for all participants.
<b>Recommended Activity</b>	Have participants complete Worksheet 3: EQ vs. IQ.  Discuss worksheet responses.
<b>Stories to Share</b>	Share any personal, relevant stories.
<b>Delivery Tips</b>	Worksheets may be completed in partners. Encourage everyone to participate.
<b>Review Questions</b>	What does EQ and IQ stand for?  What is the difference between EQ and IQ?

## Practical Illustration



Shawn was in charge of hiring the new marketing analyst. He was looking for an employee who was knowledgeable in this field, along with great social skills and emotional control. After reading a few resumes, he had two strong prospects that he chose to interview. The first candidate, Hunter, had many years of experience. Although he had a lot of knowledge to bring to the team, he did not demonstrate strong leadership and interpersonal skills.

Shawn's second prospect, Leah, did not have many years of experience. Leah understood the essentials for the position, and assured Shawn that she was willing to learn and transition with the company. She was confident, empathetic, and professional. The positive impact that Leah left on Shawn had helped to guide his decision. He believed that Leah was perfect for the position, and would share her enthusiastic attitude with the rest of the team.

## Module Two: Review Questions

- 1) What is Emotional Intelligence?
- a) Recognizing, understanding, and managing our own emotions
  - b) Recognizing, understanding, and influencing the emotions of others
  - c) Being aware of the emotions that drive specific behaviors
  - d) All of the above

Emotional intelligence (EI) brings cognition to emotional responses; it involves recognizing, understanding, and *managing* our own emotions, as well as recognizing, understanding, and *influencing* the emotions of others.

- 2) Emotional intelligence encourages us to go into autopilot mode.
- a) True
  - b) False

False- Emotional intelligence encourages us to step away from an autopilot mode, and become better at navigating through the many social complexities in life.

- 3) Which of the following is a sign of low emotional intelligence?
- a) Quick to form judgments
  - b) Accepting of feedback
  - c) Moving past mistakes
  - d) Strong interpersonal skills

Signs of low emotional intelligence include having a victim mentality, being unaccepting of feedback, dwelling on mistakes, difficulty listening and connecting, as well as often quick to make judgments.

- 4) Essentially, identifying and building emotional intelligence is important for \_\_\_\_.
- a) Children
  - b) Business leaders
  - c) Everyone
  - d) Remote workers

Essentially, identifying and building emotional intelligence is important for *everyone*.



- 5) High emotional intelligence is a hiring trait desired by leading corporations, and to some extent, more important than \_\_\_\_\_.
- a) Family background
  - b) IQ
  - c) Staying up on current events
  - d) Absenteeism

High emotional intelligence is a hiring trait desired by leading corporations, and to some extent, more important than intelligence quotient (IQ).

- 6) Although we all share the same emotions, we do not all experience these emotions the same way.
- a) True
  - b) False

True- We do all share the same emotions, however we do not all experience these emotions in the same way.

- 7) What are emotions?
- a) The natural reactions that we experience, in response to a situation, mood, or connection
  - b) The communication of our feelings to others
  - c) The impressions that we form on those around us
  - d) None of the above

Emotions are natural reactions that we experience, in response to a situation, mood, or connection. They signal a change that has occurred within us, or in our environment.

- 8) Which of the following is *not* a primary emotion?
- a) Sadness
  - b) Resentment
  - c) Anger
  - d) Fear

The six basic human emotions, also known as primary emotions, are happiness, sadness, surprise, fear, disgust, and anger.

9) Which of the following is *not* one of the three key elements of emotions?

- a) Objective experience
- b) Subjective experience
- c) Physiological response
- d) Behavioral response

The three key elements of emotions include the *subjective experience* (how someone experiences an emotion), the *physiological response* (how their body reacts to this emotion), and the *behavioral/expressive response* (how they behave in response to this emotion).

10) What does EQ stand for?

- a) Emotional Question
- b) Emotional Quantity
- c) Emotional Quotient
- d) Emotional Quality

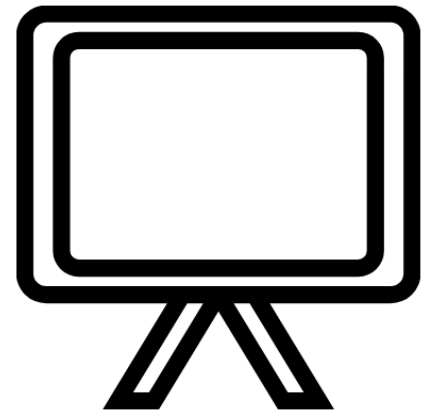
EQ stands for Emotional Quotient.

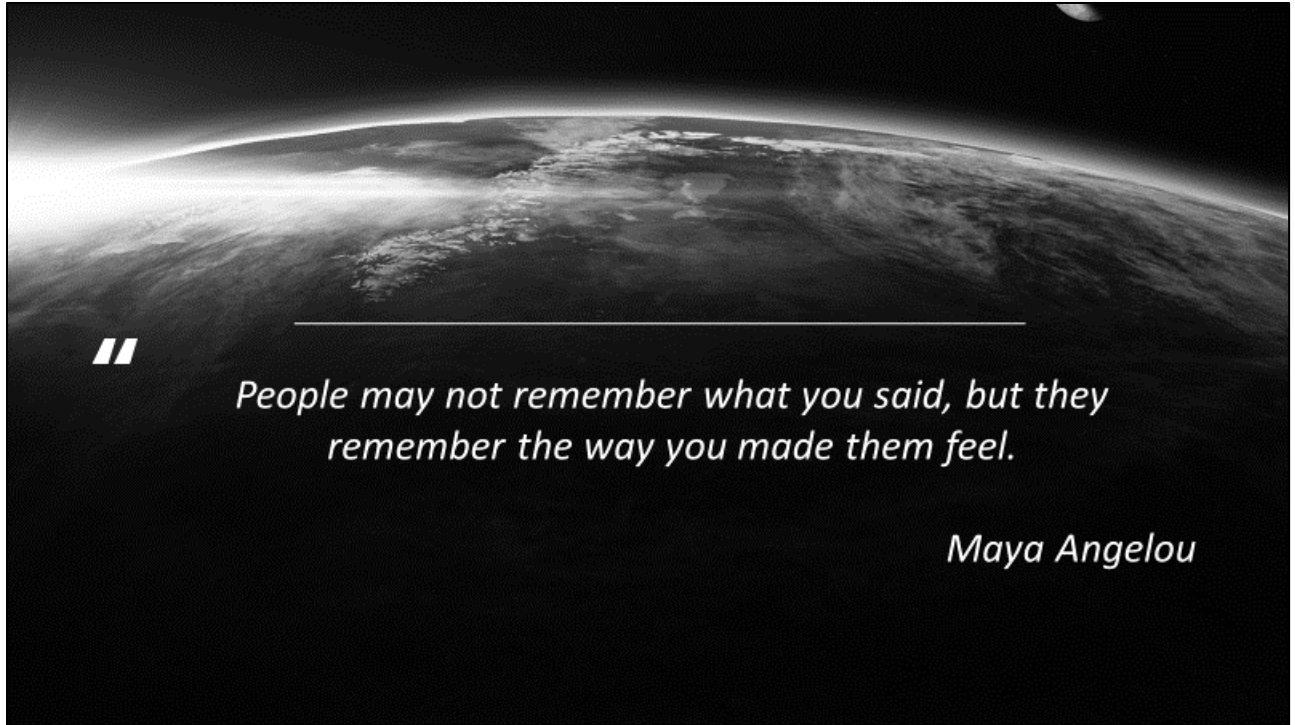
# PowerPoint Slides



Below you will find the PowerPoint sample. The slides are based on and created from the Instructor Guide.

PowerPoint slides are a great tool to use during the facilitation of the material; they help to focus on the important points of information presented during the training.





“

*People may not remember what you said, but they remember the way you made them feel.*

*Maya Angelou*

## MODULE TWO

# Introduction to Emotional Intelligence

Emotions play a big role in our lives; they help to guide decisions for the world around us and influence our interactions with others.



## Defining Emotional Intelligence

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It involves recognizing, understanding, and *managing* our own emotions, as well as recognizing, understanding, and *influencing* the emotions of others.

## The Importance of EI

---

- Having a victim mentality
- Being unaccepting of feedback
- Dwelling on mistakes





## Who Needs It?

---

Humans are wired for connection; these connections consist of social interactions full of emotions.

## What Are Emotions?

---

Emotions are natural reactions that we experience, in response to a situation, mood, or connection.





## EQ vs. IQ

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Where IQ includes intellectual potential, EQ involves social skills, conflict resolution, leadership abilities and emotional control.

## Practical Illustration



- Defining Emotional Intelligence
- The Importance of EI
- Who Needs It?
- What Are Emotions?
- EQ vs. IQ

## Module Two: Review Questions

### 1. What is Emotional Intelligence?

A. Recognizing, understanding, and managing our own emotions

B. Recognizing, understanding, and influencing the emotions of others

C. Being aware of the emotions that drive specific behaviors

D. All of the above



# Quick Reference Sheets



Below is an example of our Quick Reference Sheets. They are used to provide the participants with a quick way to reference the material after the course has been completed. They can be customized by the trainer to provide the material deemed the most important. They are a way the participants can look back and reference the material at a later date. They are also very useful as a take-away from the workshop when branded. When a participant leaves with a Quick Reference Sheet it provides a great way to promote future business.



# Developing Emotional Intelligence

## Quick Reference Sheet



### Defining Emotional Intelligence

Every day we face situations in which we emotionally react. Emotional intelligence (EI) brings cognition to emotional responses. It involves recognizing, understanding, and *managing* our own emotions, as well as recognizing, understanding, and *influencing* the emotions of others. This includes being aware of the emotions that drive specific behaviors. It does not mean denying personal feelings, but rather identifying and reasoning with them. Developing emotional intelligence is especially important in the workplace, as it teaches professional and empathetic communication.



### The Importance of EI

Emotional intelligence is incredibly valuable to many major aspects of our lives- our mental and physical health, professional success, and personal relationships. There are many positive traits that come from emotional intelligence. In business, emotional intelligence will cultivate motivation, change and leadership. It encourages us to step away from an autopilot mode, and become better at navigating through the many social complexities in life. Respectively, emotional intelligence will help us to create a healthy and balanced lifestyle.



### Self-Management

Self-management is all about controlling impulsive behaviors, adapting to changes, following through on personal commitments, and overall managing emotions in a healthy way. An emotionally intelligent person who is competent in self-management will think before they speak, and consider any consequences that are associated with their actions. For example, rather than becoming defensive or aggressive when receiving criticism, an individual who possesses strong self-management skills will accept the criticism, maintain composure, and process their emotions with a clear headspace. In order to improve self-management abilities, it is critical to recognize that there are many things in life that will be out of our control.

To increase introspection and improve self-awareness, consider the following:

- Accept accountability



- Stick to goals and values



- Continue learning



- Care for the mind and body



## Respond, Don't React

A powerful skill that emotionally intelligent people have is the ability to respond, rather than react. This involves adjusting emotions to meet the surrounding environment. When challenges or disputes occur, it is common to react with emotional outbursts. However, reacting will often lead to bigger problems. Anger can make us say things that we do not truly mean, and may later regret. An emotionally intelligent response is to remain calm, take the time to think the situation through, and process our emotions in a healthy way. This allows us to become more in control and take ownership over the problem, as well as maintain healthy connections. Responding will bring us further towards achieving the goal of resolution.



## Identifying Emotional Triggers

A valuable tool for gaining control over emotions is to identify emotional triggers. An emotional trigger is anything that makes us uncomfortable, or evokes a negative emotional response. Emotional triggers are different for everyone. Common triggers that can occur in a workplace may include lack of recognition, the need of autonomy or control, or the need to be included. They may come from experiences, events, or even memories. When we become aware of our triggers, we can better anticipate these situations.

Identifying triggers is a key step in improving emotional health. Consider the following steps:

1. Identify the common trigger.
2. Visualize a situation when this trigger occurred, and reflect on what emotions were felt during this time. Determine why these emotions were felt.
3. Choose alternative responses to this trigger. What is your ideal response? Determine what you want from the situation.



## Setting Business Goals

To be successful at work, it's necessary to set goals. Goals are what give us drive and direction. In order to create the most effective personal and team goals, they have to engage us emotionally. Emotional intelligence encourages people to be more committed to success, and motivated to see their goals through. Self-awareness allows us to see ourselves more clearly; recognizing what we want or need, as well as identifying what actions are necessary to reach these wants and needs. Creating emotionally intelligent goals will also support us in our decision-making processes, through careful consideration of the choices that shape our future.

Emotionally intelligent team goals should incorporate collaboration, empathy, and adaptation. When setting these goals, it's important that everyone is heard and supported. With the help of great communication skills, the team can move past conflict and distractions that could interfere with achieving business goals. Goals will help to create a sense of purpose, and guide every team member forward within the organization.



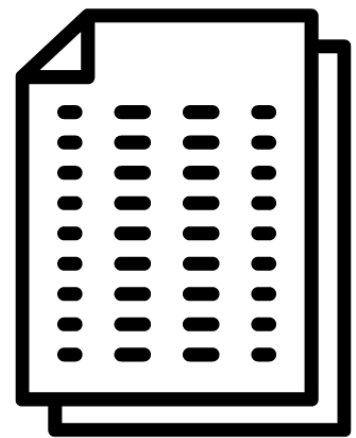
# Handouts



Each course is provided with a wide range of worksheets.

Worksheets help check your participants' understanding. If a lesson calls for a worksheet, it will be listed in the Lesson Plan box under Materials Required. All worksheets are customizable and can be found in the Appendix of the Instructor Guide and the Training Manual.

As a trainer, icebreakers give your participants the opportunity to get to know each other better or simply begin the training session on a positive note. Icebreakers promote collaboration, increase engagement, and make your training more light-hearted and fun. Below is an example from the Icebreakers folder.



## Sample Worksheet 1

### *The Role of EI*

Emotional intelligence will help us to become better at navigating through the many social complexities in life. The following is a list of situations in which emotional intelligence will play a large role. Consider and rate how often you encounter these situations.

1 = Never 2 = Rarely 3 = Sometimes 4 = Often 5 = Very frequently

- Resolving conflict
- Motivating and coaching others
- Meeting tight deadlines
- Navigating change
- Having difficult conversations with others
- Managing your emotions when feeling overwhelmed
- Interacting with a wide range of people
- Demonstrating leadership
- Participating in meetings
- Giving or receiving feedback
- Expressing views and opinions

## **Icebreaker: A New Leader**

### **PURPOSE**

To help participants get acquainted and start talking to each other.

### **MATERIALS REQUIRED**

1. Index cards

### **PREPARATION**

Write the name of a different famous person on five or six index cards. Some examples: Madonna, Tiger Woods, Lance Armstrong, Nelson Mandela, Bill Gates, Angelina Jolie.

Divide participants into groups of four to six. Give each group one of the cards.

### **ACTIVITY**

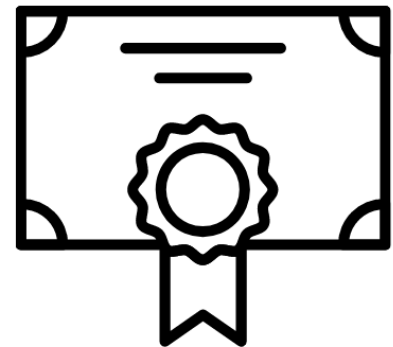
Tell participants that the president of their company (or the head of their department) has resigned and the position is now being taken over by the person on their index card. Ask each group to think of one characteristic of this person that will help him or her do well in this new role.

After a few minutes, ask the groups to report on what they decided.

# Certificate of Completion



Every course comes with a Certificate of Completion where the participants can be recognized for completing the course. It provides a record of their attendance and to be recognized for their participation in the workshop.



CERTIFICATE OF COMPLETION

**[Name]**

*Has mastered the course  
Developing Emotional Intelligence*

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

Presenter Name and Title

\_\_\_\_\_