

# ULLIANCE HUMAN EFFECTIVENESS TRAINING

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## Emotional Intelligence

One of the biggest indicators of success in the workplace is the ability to recognize and manage one's emotions. Being able to identify our physical and emotional cues makes it much more likely we will handle difficult situations with rational thought, versus allowing our emotions to drive our actions. Participants will learn how to express their needs and feelings in an assertive and respectful manner, thus maximizing their potential to be effective in their workplace activities.

### Emotional Intelligence

- Definition
- Why it is so important
- Benefits

### Intrapersonal Skills

- Developing our self-awareness
- Taking responsibility for our emotions
- Recognizing our physical and emotional cues

### Interpersonal Skills

- Utilizing active listening skills
- Demonstrating empathy
- Being assertive
- Emotionally intelligent conflict resolution

### Adaptability

- Being open-minded and cultivating different perspectives
- Detail an effective problem solving process

### Resilience

- Bouncing back from setbacks
- Increasing self-confidence
- Developing an optimistic outlook

