

## Working with EQ 1

Is it difficult for your teams to manage emotions and maintain a positive attitude in stressful situations? How well can they use their emotional intelligence to work effectively with others?

This essential course will build strong foundations in EQ. Your team members will be more aware of different emotions and patterns and manage them in a range of workplace situations. Your teams' thinking and decision-making process will improve, enhancing productivity and connections with others. As a result, your organisation will strengthen stakeholder engagement.



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Objectives	Benefits
<ul style="list-style-type: none"> <li>Demonstrate self-awareness and understanding of how emotions drive thinking, actions and needs</li> </ul>	<ul style="list-style-type: none"> <li>Participants will be better able to manage their emotions, improving ability to work more productively in challenging, stressful situations</li> </ul>
<ul style="list-style-type: none"> <li>Manage emotions more effectively, using them to enhance decision-making and motivation</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders will improve working relationships through enhanced communication, collaboration and decision-making processes</li> </ul>
<ul style="list-style-type: none"> <li>Connect with others' feelings to improve relationships and enhance collaboration</li> </ul>	<ul style="list-style-type: none"> <li>Your organisation will benefit from stronger relationships and stakeholder engagement, especially useful during times of change and uncertainty</li> </ul>

- Establishing level course: build strong foundations
- No experience needed
- Minimum upper-intermediate (B2) level English

## Working with EQ 1- Course outline

Module	Competency
<b>EQ essentials</b> <ul style="list-style-type: none"><li>Understanding the benefits of EQ in the workplace</li><li>Evaluating your current EQ practice and setting personal goals</li></ul>	<ul style="list-style-type: none"><li>Set goals to improve EQ skills by analysing behaviour against criteria for effective performance</li></ul>
<b>EQ: recognising emotions</b> <ul style="list-style-type: none"><li>Identifying how primary emotions make you feel and behave</li><li>Analysing the meaning behind primary emotions</li></ul>	<ul style="list-style-type: none"><li>Recognise and name your emotions to build emotional awareness</li></ul>
<b>EQ: understanding your patterns of behaviour</b> <ul style="list-style-type: none"><li>Identifying your triggers</li><li>Identifying your patterns of behaviour</li></ul>	<ul style="list-style-type: none"><li>Understand your triggers and patterns of behaviour to build greater self-awareness</li></ul>
<b>EQ: evaluating the impact of choices</b> <ul style="list-style-type: none"><li>Weighing up the costs and benefits of negative outcomes</li><li>Identifying different ways to achieve more effective outcomes</li></ul>	<ul style="list-style-type: none"><li>Evaluate the costs and benefits of your choices to make more meaningful decisions</li></ul>
<b>EQ: managing your emotions</b> <ul style="list-style-type: none"><li>Understanding how intense emotions impact behaviour</li><li>Using techniques to defuse intense emotions</li></ul>	<ul style="list-style-type: none"><li>Manage your emotions to respond thoughtfully and effectively in emotionally charged situations</li></ul>
<b>EQ: finding your inner drive</b> <ul style="list-style-type: none"><li>Identifying what drives and stops your motivation</li><li>Using strategies to increase your motivation</li></ul>	<ul style="list-style-type: none"><li>Connect with your internal drivers to increase your motivation and engagement</li></ul>
<b>EQ: demonstrating empathy</b> <ul style="list-style-type: none"><li>Noticing and connecting with other people's feelings</li><li>Communicating empathy</li></ul>	<ul style="list-style-type: none"><li>Notice, connect and respond appropriately to others' emotions through non-verbal and verbal communication</li></ul>
<b>EQ mini-clinic</b> <ul style="list-style-type: none"><li>Evaluating EQ against essential practices</li><li>Setting goals and action planning</li></ul>	<ul style="list-style-type: none"><li>Make a plan to achieve your EQ development goals in the workplace</li></ul>