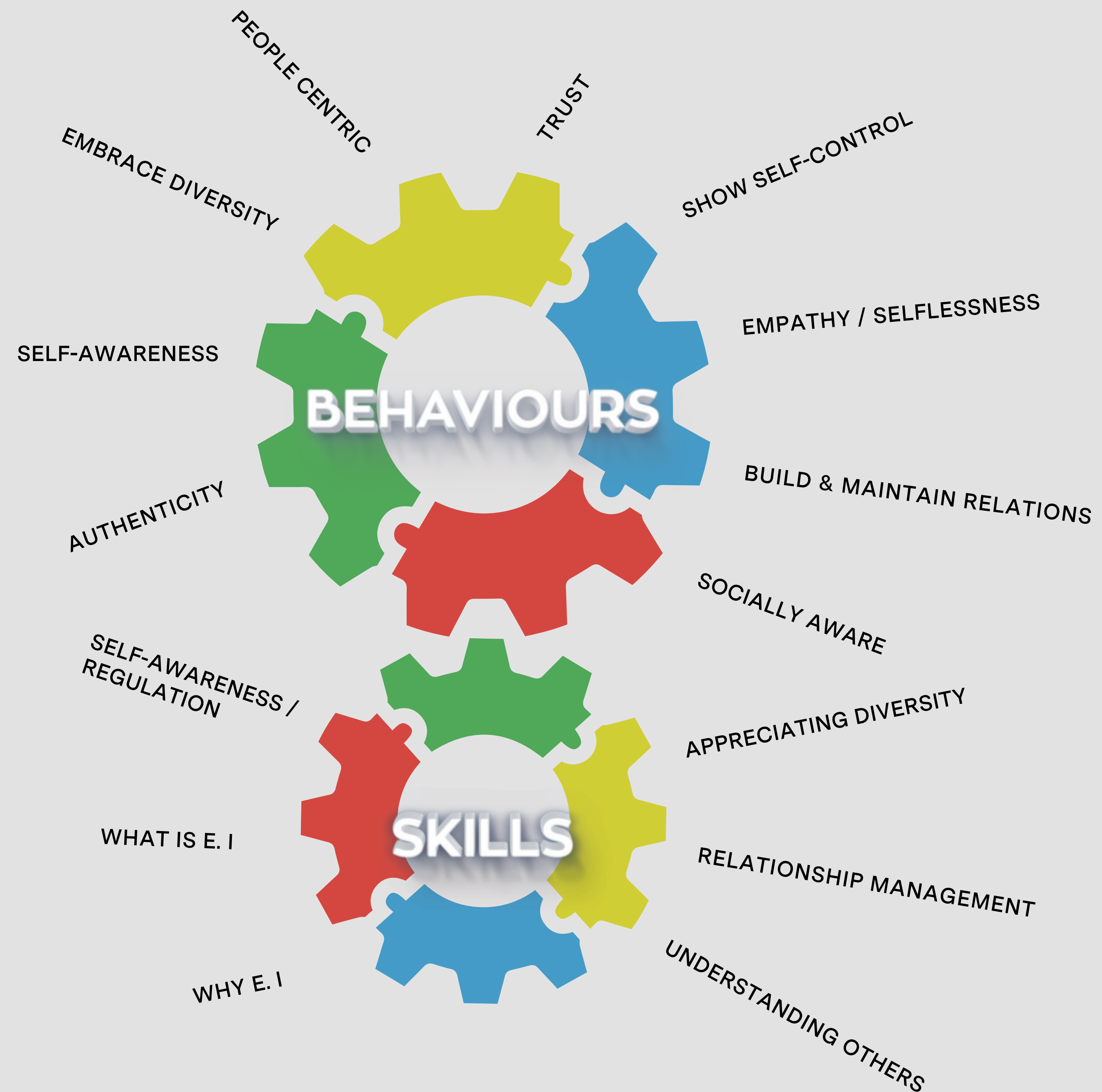




Behavioural Leadership.
Humanised.

EMOTIONAL
INTELLIGENCE

The Keywords



WHAT is EMOTIONAL INTELLIGENCE?

Emotional intelligence is a competitive business differentiator for 21st century organisations. Emotional intelligence is the ability to recognise your emotions, understand what they are telling you, and realise how your emotions affect people around you. Emotional intelligence also involves your perception of others. When you understand how they feel, this allows you to manage relationships more effectively. There is a substantial amount of empirical research which indicates that confidence, optimism, tenacity and enthusiasm enhance performance. As an emotional intelligent person, your goal is to create these emotions within your staff.

WHY is it important?

Research shows that when star performers are compared with average ones in senior leadership positions, nearly 90% of the difference in their profiles was attributable to Emotional Intelligence (E.I) factors rather than cognitive abilities. Emotional intelligence can turn good managers into great leaders. We all probably know a story about a highly intelligent, highly skilled manager who has been promoted into a leadership position only to flounder in their new role.

Many of us will also have an anecdote about a colleague with average ability and technical skill that has been promoted to a leadership role and flourished. So what makes this difference? Achieving excellence as a leader is about that rare combination of hard logic coupled with excellent 'soft skills', and the ability to balance these appropriately in any situation. Indeed, extensive research shows that emotional intelligence can be the defining factor that makes good leaders great!

Solution Description

HOW do we build an **EMOTIONALLY INTELLIGENT** Workforce?

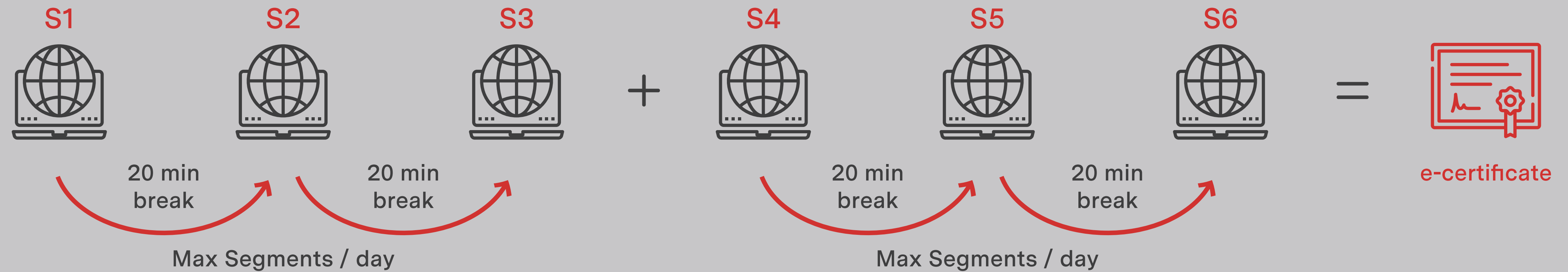
The emotionally intelligent organisation, an organisation with a high number of emotionally intelligent leaders, managers and critical professionals, stands to be at the forefront of organisational practice and performance, and is more likely to be an employer of choice. Research also supports the view that competence in emotional intelligence accounts for over 90% of the difference between ineffective leaders and effective leadership performance.

Effective leadership improves business performance and provides organisations with a competitive advantage. Emotional intelligence and the skills it encompasses are your most powerful tools for leadership success.

These skills have proven to be as important as technical expertise. Emotional intelligence supports achievement and task performance in many areas including team building, performance evaluations, leadership development, fostering innovation, personnel retention, conflict resolution, change management and setback coping skills. Most importantly, emotional intelligence helps individuals and organisations nurture technical expertise and intellectual capital, the lifeblood of any successful enterprise.

How We Do It?

Duration and Schedule - a total of 6-12 Interactive Digital Segments of 90 min each



Learning Process



Macro Learning Intervention Options

1:1 &/Or Group Coaching

Self Driven Intense Reading

Social Learning
(Digital Passports and
Learning Partner Agreements)

Digital Practicum-
Assignments – ALP's



Micro Learning Intervention Options

LMS – Mobile App. Access to
Micro Content

Videos – Audio Learning Shots

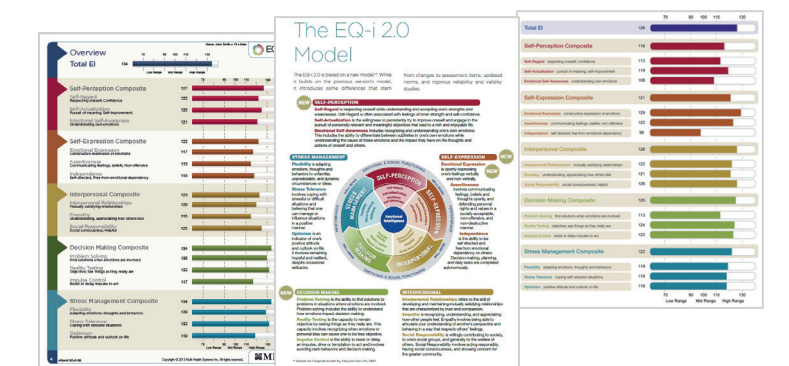
Gamification and A.I.
Based Learning

Articles, Tips, Do's / Don'ts
Digital Cards



Recommended Assessment

The Online EQ Assessment



Module 1: Why is Emotional Intelligence Crucial in Today's Business Environment

Business dynamics and challenges.

Emotional intelligence. What is it all about?

Why it is important for professionals and organisations?

Understanding the direct relationships between the emotions, thoughts and behaviors.

Module 2: Self-Regulation & Self-Motivation

Increase self awareness; Being aware of your own feelings as they are occurring.

Knowing your emotional bank account is a key driver for success.

How your emotional intelligence affects your priorities?

Emotional intelligence and self-motivation.

How emotional intelligence might affect your career priorities?

Develop your emotional intelligence; do not be a slave to the intellect, logic and reasons.



For Delegates

This programme is designed for the front-line delegates and professional staff / supervisors. They will be living the emotional intelligence behaviours of self-awareness and self-regulation. With an understanding of their own and others' emotions they will control emotions and impulses, thus avoiding making hasty decisions and communications and they will think before they act. Participants will be highly productive, embracing challenges and change. They will be effective team members who understand peoples' wants and needs, and they will also be practicing and building the skills to demonstrate these behaviours as follows:

- How to become a skillful problem solver and decision maker?
- How to become a proactive thinker and generate the creative solutions to overcome the problems of achieving your or your organisation's goals?
- Build the skills of working as a great team player and help others to develop by taking responsibility and criticism well.
- Understand the value of respecting other peoples' points of view, thus building and maintaining relationships.

Module 3: Emotional Intelligence & Developing Successful Relationships

How to perceive and identify the emotions and feelings from the face, voice and body language of others (internally and externally).

How to perceive and identify the emotions and feelings in a digital interaction.

The ability to discuss emotions and communicate clearly with others.

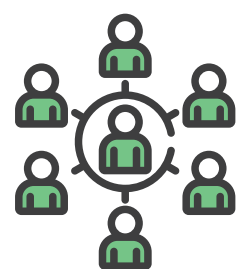
The potential of your feelings and how they guide you to important things and decisions.

Reading the non-verbal emotions of others.

How thought can affect emotions and vice versa, and the consequences of this on you and others.

Managing your emotions in the face of invalidating expressions.

Labelling your feelings rather than labelling people or situations.



For Managers

This programme broadly targets managers regardless of their functional background or level (line, middle or senior managers). They will benefit from harnessing the emotionally intelligent behaviours that should be demonstrated by them and their subordinates such as caring, confidence, emotional stability, self regulation, knowing their own strengths and weaknesses, controlling emotions and impulses and communicating efficiently and effectively. Managers will grow and learn to respect other people's points of view and will understand the wants and needs of their staff. They will help others to develop their emotional intelligence by using coaching techniques; they will be problem solvers and decision makers who are able to create a positive tone of cooperation. They will experience, practice and build skills to help them develop the below behaviours in themselves and their teams:

- Making decisions and solving problems. Taking responsibility for their actions.
- Managing and handling the decision-making processes within their sphere of influence.
- Manage stress in self and others. Manage disputes and achieve sustainable outcomes.
- How to provide a tone of positive cooperation. The ability to embrace challenges and change.

Module 1: Why is Emotional Intelligence Crucial in Today's Business Environment

Business dynamics and challenges and how managers respond to these challenges?

Emotional intelligence. What is it all about?

Why it is important for professionals and organisations?

Module 2: Self-Regulation & Self-Motivation

The potential of your feelings and how they influence you while making important decisions.

Knowing that your emotional bank account is a key driver for success.

How your emotional intelligence affects your priorities.

Emotional intelligence and self-motivation.

How emotional intelligence might affect your career priorities?

Emotional literacy: the ability to label specific feelings and emotions in yourself and others.

Module 3: Emotional Intelligence & Leading for Results

Understanding the impact of leadership styles on the results you get from others.

Reading the non-verbal emotions of others, in normal and digital connection.

Helping others to understand their emotional behaviour and its impact on the business using various leadership styles.

The ability to discuss emotions and to communicate clearly with others.

Labelling your feelings rather than labelling people or situations.

Making decisions and managing people.

Understanding the direct relationships between the emotions, thoughts and behaviours. How thought can affect emotions and vice versa. The consequences of this on you and others.

Managing your emotions in the face of invalidating expressions.

Module 4: Social Intelligence & Assessing your Credibility

Understand and develop your knowledge of rules and norms in human relations.

How to adapt well in social situations and being open to new experiences, ideas and values.

Cultivate and maintain extensive informal networks.

Make and maintain personal friendships among work associates.

Develop your skills of active listening, seeking mutual understanding and welcoming sharing of information.

Module 1: Leading with Emotional Intelligence

Why is emotional intelligence important to effective leadership?
 How to enhance my self-awareness and self-management skills?
 Understand and manage myself and others.
 What makes people act the way they do?
 Generate buy-in by crafting an emotionally resonant, inspiring vision.
 Create an atmosphere that fosters emotional intelligence.

Module 2: Self-Regulation & Self-Motivation

Use emotional intelligence to gain an honest and accurate awareness of yourself.
 Monitor and adapt your emotions and behaviours to your own benefit and that of your team and department.
 How to enhance my self-awareness and self-management skills with emotional intelligence?
 How to manage anxieties and self doubts as a leader and how to bounce back from a setback?
 Become aware of personal emotional intelligence 'blind spots' in order to build strong, open and honest relationships.

Module 3: Understanding & Leading Organisational Dynamics in Relation to Emotional Intelligence

Creating an organisational culture with emotional intelligence.

Creating vision with emotional intelligence.

Delegating with emotional intelligence.

Influencing and motivating with emotional intelligence.

Managing group emotions during conflict and change.

Module 4: Using Social & Emotional Intelligence to Impact the Organisation

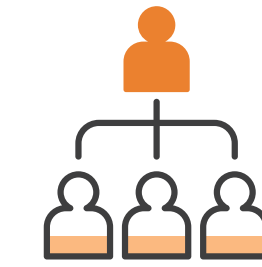
Have a positive influence on the emotions and motivation of others.

Create cohesive teams that understand how to apply emotional and social intelligence to achieve organisation goals.

Promoting collaboration and consensus through emotional and social intelligence.

Manage group emotions during conflict and change.

Communicate more powerfully and precisely to influence others.



For Executives

This programme targets senior executives of the organisation and pays ample focus to their role in developing a culture conducive to emotional intelligence by nurturing its essence to enhance performance, people's morale and ownership of the results. Executives will be taken through a challenging, thought-provoking learning experience that will assist them to shape the anticipated emotionally intelligent behaviours like effective communication, responsibility, emotional and rational influence, creativity, results driven and learning by doing. Your highly valued executives will develop a culture of cooperation, be mission and value driven and they will empower their people to enhance performance throughout the organisation. They will be skilful communicators who influence others and achieve sustained results. They will experience, practice and build skills to help them develop these behaviours in themselves and their organisations:

- Proactively thinking on how to solve problems and handling complex situations to improve organisational goals.
- Create an environment of cooperation through clarification of expectations.
- Develop their self-awareness and be aware of others needs and wants. Encourage people to achieve, motivate and inspire others by respecting others' point of view.
- Inspiring people to take charge. Responsibility of mobilising team members and efforts collectively to succeed.

References

EMOTIONAL INTELLIGENCE

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The Emotionally Intelligent Workplace: How To Select For, Measure, & Improve Emotional Intelligence In Individuals, Groups, & Organizations By Cary Cherniss, Daniel Goleman 2001



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