

Design Document

<i>Business Purpose</i>	<p>One of the most important skills people in management positions must have is emotional intelligence. Leaders set the tone for their staff. Exhibiting emotional intelligence in the workplace causes more positive employee relationships and has a positive impact on employee morale. This leads to a lower rate of turnover and higher employee satisfaction and productivity. This training will train managers to:</p> <ul style="list-style-type: none">● Improve their ability to communicate effectively to better manage relationships with others.● Recognize and use techniques to develop and increase their own emotional intelligence, as well as know how to address common obstacles they might encounter.
<i>Target Audience</i>	<ul style="list-style-type: none">● All employees in manager/leadership positions.
<i>Training Time</i>	<ul style="list-style-type: none">● Between 1 hour 50 min and 2 hours 25 min
<i>Training Recommendation</i>	<ul style="list-style-type: none">● 1 VILT course.
<i>Deliverables</i>	<ul style="list-style-type: none">● Powerpoint deck● Facilitator Guide
<i>Learning Objectives</i>	<ul style="list-style-type: none">● Define what emotional intelligence is and recognize the important role it plays in relationships● Recognize techniques to develop and increase their own emotional intelligence.● Apply effective techniques for communicating and managing relationships with others.
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none">● Introduction● Training Overview● Objectives● Introductory Activity: Brainstorm answers to the following questions – 1. What qualities would the perfect leader have? 2. How would you define emotional intelligence? <p>Topic: Components and Benefits of Emotional Intelligence</p> <ul style="list-style-type: none">● What is Emotional Intelligence and why is it important? (video)● Self Awareness● Self Regulation● Social Skills● Empathy● Motivation

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	<ul style="list-style-type: none">• Benefits of Being Emotionally Aware• Discuss with your group: 1. Recap the 5 components of emotional intelligence. 2. Which do you feel you do best? Which do you feel you could work on? <p>Topic: Verbal Communication Skills</p> <ul style="list-style-type: none">• Consider your audience• Active listening/Asking questions• Practice with a partner• Tone• Constructive vs. unconstructive feedback• Practice with scenarios <p>Topic: Nonverbal Communication Skills</p> <ul style="list-style-type: none">• Body Language• Facial expressions/eye contact <p>Topic: Managing Relationships with Others</p> <ul style="list-style-type: none">• Building Rapport• Responding vs. reacting• Practice with scenarios• Reflect and Discuss <p>Topic: Overcoming Obstacles</p> <ul style="list-style-type: none">• Recognizing and admitting failure• Disagreeing constructively <p>Topic: Tools to Gain Control</p> <ul style="list-style-type: none">• Identifying triggers• Journaling• Meditation and mindfulness• Breathing techniques• Taking a break <p>Summary</p> <p>Assessment</p>
<i>Assessment Plan</i>	<p>The instructor will be monitoring understanding during breakout sessions and debriefing after, asking questions with answers typed in the chat, and providing a reflection activity at the end.</p>