

Title of Project: Emotional Intelligence in the Workplace

Target Audience: Anyone in a manager/leader role

Directions for Reviewer(s):

- Each box is broken down by audio clips. Please read over the audio script and text on screen to check for accuracy, realistic situations and dialogue, and completeness. These videos will be inside the course and their locations are listed on the storyboard (another document).
- Please note any comments, questions, or changes in the Notes section at the bottom of each box.
- In the left column is the audio script. This will have a conversational tone. If it doesn't sound correct, try reading it out loud to see if it does. If not, make changes as needed. The numbers in the script are for the video maker to know where to place the images and graphics and will not be read aloud.
- In the middle column is the Text on the screen. *Grammatical and spelling errors matter here*- please correct any mistakes you find in this column.
- The last column contains the images, graphics, and animations that will occur. The numbers indicate where in the audio narration the image or animation will appear.
- There is background music playing during the course of the whole video.

Audio Script:	Text on Screen:	Images/ Animations/Graphics
One of the most important skills people in management positions must have is emotional intelligence. What is emotional intelligence? Emotional intelligence is the ability to understand and manage your own emotions, as well as the ability to recognize and influence the emotions of those around you. Emotional intelligence is comprised of five competencies: Self awareness, self regulation, empathy, social skills, and motivation. Let's delve in a little more into what these competencies are and why they are important.	Emotional Intelligence in the Workplace (timed to come in on boxy banner wipe when audio says "What is emotional intelligence?")	[1] image of manager [2] video of question marks [3] image of 5 components of emotional intelligence
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
#1. Self awareness. Self awareness is not only your ability to identify and understand your own strengths and weaknesses, but also to recognize your own emotions and the effect they have on the people around you. Self awareness is at core component to emotional intelligence because in order to bring out the best in others, you have to first bring out the best in yourself.	#1: Self awareness (this is in white text inside a purple filled box with 50% opacity; box has a white outline)	[4] image of lightbulbs with “know thyself” on it; fades in with when #1 is read Self-awareness text box fades in when first “self awareness” is read. Fades out at “weaknesses” [5] image of woman smiling at computer
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
#2. Self regulation. Self regulation refers to the ability to manage your emotions, particularly in stressful situations. Leaders who lack self-regulation skills tend to react and have a hard time controlling their impulses. Self-regulation allows you to respond to situations rather than react. We’ll talk later about what this looks like, as well as how to build or develop stronger self-regulation strategies.	#2: Self Regulation (same style and colors as text in audio clip #1)	[6] Self management image {7} video of woman looking stressed in an office – appears timed with “stressful situations”); zooms in on woman and then zooms back out [8] image with speaker saying “are you in control of you?” – appears after “react”
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
#3. Empathy. Empathy is the ability to put yourself in someone else’s shoes and understand how they	#3: Empathy (positioned at bottom of arm in center) – formatted the same way as text box in audio clip #1 and #2	[9] hand holding up brain on one side and heart on the other

are feeling. An empathetic leader is able to build a positive work atmosphere, and develop their team in a positive way. Empathetic leaders are better able to deliver feedback wisely, and foster mutual trust and respect with those that they work with.		[10] video of leader holding compassion in his hand [11] image of woman with hand on man's shoulder looking compassionate
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
#4. Social skills. Leaders with social skills are generally described as being a “people person.” They are able to read the room and know how people are feeling. They are able to make a connection with the way they communicate. Leaders who have good social skills are able to deliver both positive and negative news in a way that is positively received by others. They are often talented at resolving conflicts and managing change. Employees who work under a leader with strong social skills will often feel more respected and supported, thereby helping foster and maintain a positive work environment.	#4: Social Skills (formatted same way as other text boxes); timed to appear with first “social skills”	[12] video of watch showing hologram image of social skills; timed to appear when “#4” is read. [13] short video of people connected by a web with social media icons interspersed throughout – appears with “make a connection” [14] image with “Social Skills” text with arrows pointing to three strengths appears with “they are often talented...”
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
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#5. Motivation. Motivation has to do with the WHY of doing something. Getting to the root of the why often requires a degree of self-reflection. Good leaders have high work standards for themselves and a high level of intrinsic motivation (meaning their motivation come from within, not outside motivators like rewards). Good leaders, with high emotional intelligence, can identify what motivates their staff and are able to use that in a positive way.	#5: Motivation (same formatting as previous text boxes) – appears at the beginning of the audio when it says “#5”; this is centered under the text in the image	[15] image that says “motivation? It’s right inside you” [16] image of a man behind a wall of leadership qualities pointing to the word leader [17] image of a staff smiling and clapping facing a leader
Notes		

Audio Script:	Text on Screen:	Images/ Animations/Graphics
Why is emotional intelligence important? Leaders set the tone for their organization. Leaders who lack emotional intelligence will often see poor interpersonal relationships among staff, which then has a negative impact on employee productivity and engagement. This can also cause low job satisfaction among employees and ultimately higher employee turnover. Our goal is to have effective leadership in place to build happy and productive teams, thereby minimizing the turnover rate of staff. After all, not only is productivity good for our bottom line but so is retaining existing staff. It is much more cost effective to maintain our staff, than it is to incur the costs associated with hiring and training new staff members. In this you will learn how to communicate and manage relationships with		[18] video of a neon sign hand holding a question mark – appears right after “why is emotional intelligence important?” [19] image of unhappy/disappointed woman at her desk; image appears after “employee productivity and engagement.” [20] employee turnover image (timed with audio) [21] image of smiling team at a desk [22] image stating “the costs of employee turnover” with a stack of money [23] image that says time to learn [24] image that says IQ + EQ = Success

others, common obstacles you might encounter and how to address them, and techniques to help you develop and increase your own emotional intelligence. Let's get started!		
Notes		

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