

**FIRST THOUGHT**  
T R A I N I N G

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PROFESSIONAL - MOTIVATIONAL - DELIVERY

## **Emotional Intelligence**

**Number of Days: 1/2 Day**

**CPD Points: 3**

**Programme Introduction: Emotional intelligence (EI) or emotional quotient (EQ)** is the capability of individuals to recognise their own, and other people's emotions, to discriminate between different feelings and label them appropriately. To use emotional information to guide thinking and behavior, and to manage and/or adjust emotions to adapt environments or achieve one's goal/s. Knowledge of these skills within medicine - or in life in general - are crucial for any successful interaction with other people. This programme explores the possibilities of using advanced communication within a healthcare setting, giving individuals insight and confidence in their inter-action with others, and adding another communicative string to your bow.

### **Aim:**

- Delegates will increase their knowledge of emotional intelligence to improve their interpersonal and intra-personal skills, adaptability, stress management and general mood.
- Our emotional intelligence course builds an understanding of how emotions shape who we are, how we relate to others and how to improve relationships.

### **Learning Outcomes: At the end of this programme, the delegate can:**

- Explain the importance of Emotional Intelligence
- Describe the role of emotions
- List the 5 components of EI
- Define 3 ways to improve emotional management

### **The Programme Includes:**

- Introduction, collecting delegate expectations, explanation of agenda
- History and background - Salovey and Mayer conceptualisation to the development by Goleman
- Why Emotional Intelligence is so important according to research by Carnegie Institute of Technology
- Emotional definitions and their impact
- The 5 Component Emotional Intelligence Model:
  - ✓ Self Awareness
  - ✓ Emotional Management
  - ✓ Social Awareness
  - ✓ Relationship Management
  - ✓ Empathy
- Review Learning Outcomes and Reflection