

EMOTIONAL INTELLIGENCE AND DIVERSITY: TRAIN-THE TRAINER PROCESS

Emotional Intelligence is widely acknowledged as a critical component of interpersonal and professional effectiveness. Additional dimensions of Emotional Intelligence are required to bridge the complex differences that exist between human beings in pluralistic work environments. This training program presents a new paradigm of the critical intersection between Emotional Intelligence and Diversity. It also gives participants processes and tools to conduct training and lead others in developing competence in the four aspects of Emotional Intelligence and Diversity. As a result, participants can understand and leverage the power of emotions to increase personal satisfaction and professional effectiveness.

Objectives:

- Gain an understanding of the role of Emotional Intelligence as an aspect of personal empowerment and professional effectiveness
- Assess Emotional Intelligence competencies
- Gain insight about your own values, beliefs and biases
- Learn methods to manage emotions triggered by differences
- Gain knowledge about the range of cultural differences and others' values and how they play out in different envs
- Develop strategies for building harmonious and productive relationships
- Gain tools and activities to help others develop emotional intelligence and diversity

Outline:

Emotional Intelligence and its Role in Interpersonal Effectiveness: The What and Why

- Why and How EID matters to you and your trainees in their diverse environments
- Analyzing strengths and areas for growth as a trainer/consultant/leader

Affirmative Introspection: Knowing and Accepting Yourself

- Gaining insight into the values, world views and beliefs that influence you
- Uncovering and dealing with the assumptions and biases that impact your behavior
- Identify your own hot buttons

Self Governance: Gaining Mastery over Your Emotions

- Gaining tools to manage difficult emotions encountered in interactions with others
- Converting unhealthy self talk to product messages
- Helping yourself and others deal effectively with change and ambiguity

Intercultural Literacy: Understanding the Range of Human Behavior

- Gaining knowledge about cultural differences that impact behavior
- Appreciating the “software” of others
- Developing empathy as a step toward building trust and connection when the points of connection are not obvious

Social Architecting: Structuring a Compelling and Respectful Environment

- Identifying prime personal and workplace values around which to build a high performing committed group
- Assessing the current state of the team and pinpointing areas for growth
- Gaining tools for effective feedback, difficult conversations and conflict resolution

Coaching to Continue On-going Growth, Development and Application

- One-on-one coaching options
- Gaining guidelines and protocols for effective coaching

Process

This four-day program involves you in both personal and professional development in emotional intelligence as it relates to dealing with difficult changes and differences throughout life. The end result is not only your own growth, but the ability to facilitate the professional growth of others as well. Training focuses on gaining the conceptual underpinnings and using structured learning activities that develop awareness, knowledge and skill in the four aspects of Emotional Intelligence and Diversity.

Materials

Training includes a set of the following materials:

- Four-part Emotional Intelligence and Diversity Questionnaire to assess competence in the four components of EID
- Emotional Intelligence and Diversity Workbooks
 - ◆ Affirmative Introspection
 - ◆ Self-Governance
 - ◆ Intercultural Literacy
 - ◆ Social Architecting