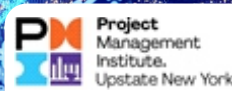


# Introduction to Emotional Intelligence

## Essential Skills for Work (and Life) Success



### ABOUT THE PROGRAM

Emotional Intelligence is a set of emotional and social skills that collectively establish how well we:

- Perceive and express ourselves
- Develop and maintain social relationships
- Cope with challenges
- Use emotional information in an effective and meaningful way

A skill set that transfers across all categories of relationship, Emotional Intelligence is a predictor of success in life and also at work: for project managers and others. This highly-interactive course delivers a practical approach to developing, improving, and sustaining effective and mutually beneficial relationships. Participants will gain insight into what the latest neuroscientific research has to say with regard to emotion and motivation. They will explore their own strengths and challenges in relation to emotional intelligence and learn strategies for enhancing their relationships.

### PREREQUISITES

None

### WHO SHOULD ATTEND

- Individuals responsible for sustained relationships with internal and/or external clients
- Anyone in key collaborative positions working with others
- Individual contributors and managers

### WHAT YOU WILL LEARN

**By the end of this course, you'll be able to:**

- Summarize what neuroscience research has discovered about emotions and actions

- Recognize ways that human beings are physiologically impacted by stress
- Develop and maintain strong working relationships
- Describe how emotional intelligence translates into high performance
- Employ strategies for enhancing leadership through emotional intelligence

### COURSE OVERVIEW

#### Getting Started

- Introductions
- Course structure
- Course goals and objectives

#### Foundation Concepts

- The Biology of Emotion
- Emotion and Stress
- The Challenge of Social and Emotional Learning
- Why Emotional Intelligence Matters
- The Business Case for Emotional Intelligence
- The Importance of Psychological Safety

#### Self – Awareness and Sensitivity

- Self-Awareness and Empathy
  - Personal Strengths and Blind Spots
  - The Difference Between Intention and Impact
- Perception Versus Reality
  - The Paradigm of Seeing
  - The Johari Window
- Acting by Choice, Not Impulse
  - The Limbic Brain and Amygdala Hijack
  - Strategies for Self-Regulation

#### Other – Communication and Relationship Building

- Elements of Effective Communication
  - Focusing and Tailoring Your Message
  - The Importance of Congruent Communication
- Communication Styles
- Communication Techniques
  - Reframing
  - Active Listening
  - Reflecting
  - Clarifying
  - Summarizing
- Practice in Pairs

### Summary and Next Steps

- Making a Change
  - Changing a Behavioral Habit
  - Deliberate Practice
- Creating Your Personal Action Plan
- Summary and Next Steps

### REGISTER NOW

The Project Management Institute, Upstate New York Chapter, Inc. Annual Professional Development Day(PDD)

7 Hours/7 PDUs Introduction To Emotional Intelligence

**Location:** Desmond Hotel – 660 Albany-Shaker Road, Albany, NY 12211

**INTRODUCTION TO EMOTIONAL INTELLIGENCE PMI Upstate New York Chapter (pmiunyo.org)**

Monday, May 6, 2024  
8:30 A.M. EDT - 4:30 P.M. EDT

or  
**Location:** Virtual Classroom

**INTRODUCTION TO EMOTIONAL INTELLIGENCE**

Monday, May 6, 2024  
8:30 A.M. EDT – 4:30 P.M. EDT

#### Contact:

Karen Huggins  
Email:

[pdprofessionaldevelopmentday@pmiunyo.org](mailto:pdprofessionaldevelopmentday@pmiunyo.org)

**Group discount information for 5 or more employees available upon request, contact Karen.**

**Registration for the event closes Wed, 05/01/2024, 11:59:59**

Virtual PDD Pricing	Virtual Early Bird (4/8)	After
PMI UNY Member	\$275	\$325
Non-Member	\$325	\$375
In Person PDD Pricing	In Person Early Bird (4/8)	After
PMI UNY Member	\$340	\$390
Non-Member	\$390	\$440

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