Emotional Intelligence

GoSkills online course syllabus

Thursday, November 21, 2024

Skill level
Beginner

Lessons
9

Accredited by
CPD

Pre-requisites
None

Video duration
44m

Estimated study time
4h for all materials

Instructor
Dan Gorgone

Core Emotional Intelligence Skills

1   **Introduction to Emotional Intelligence**

Learn the importance of emotional intelligence in various professional environments and discover how enhancing your EI can lead to better workplace relationships and success.

2   **Self-Awareness in the Workplace**

In this lesson, we'll talk about self-awareness, and how understanding and recognizing your own emotions can transform your approach at work.

3   **Self-Management Techniques**

In this lesson, we explore how you can better manage your emotions and impulses to respond to situations at work more effectively.

4   **Enhancing Social and Cultural Awareness**

Being able to read and interpret social cues and empathize with others are critical skills that help you navigate diverse work environments more effectively.

5   **Relationship Management Skills**

In this lesson, we talk about how you can improve your professional relationships and how the four components of EI all come together.

Applying Emotional Intelligence

6   **Emotional Intelligence in Leadership**

Emotional Intelligence can transform good leaders into great ones by enhancing their ability to inspire and drive their teams toward success.

7   **Emotional Intelligence in Teamwork**

It takes more than great skills for teams to be effective – how they understand and interact with each other is just as important. EI can lead to a more cohesive and productive team environment.

8 Emotional Intelligence in Customer Service

In this lesson, we explore how EI helps us understand and meet our customers' emotional needs, and how it improves our ability to handle difficult customer interactions.

9 Improving Emotional Intelligence

We explore practical ways to enhance our emotional intelligence and discuss the role of feedback in our EI development.

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