

RELATE

EMOTIONAL INTELLIGENCE

Address your emotional intelligence to better understand yourself and others

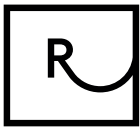
RUN SHEET | UP TO 20 MANAGERS

IN-PERSON DELIVERY: 1 x 2.5 HOURS | VIRTUAL DELIVERY: 2 x 90 MINUTES

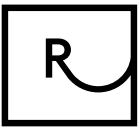
WARM UP	<ul style="list-style-type: none">• Pre-work: Everyone has been sent an EI questionnaire.• Quotes are on rotation as people join e.g. "When dealing with people, remember you are not dealing with creatures of logic but with creatures of emotion" – Dale Carnegie.
INTROS	<ul style="list-style-type: none">• Facilitator intro.• Personal intros.• Background on emotional intelligence.• Agenda for today.
WHAT IS EMOTIONAL INTELLIGENCE?	<ul style="list-style-type: none">• A brief background is given around how 'Emotional Intelligence' (EI) was popularised.• The group then explore the 4 key areas of EI in a framework:<ul style="list-style-type: none">• Self-Awareness• Social-Awareness• Self-Management• Relationship-Management• Activity:<ul style="list-style-type: none">• Participants are divided into groups and then given a different scenario each. They have to think around the consequences for the scenario when the manager has a high level of EI – and when the manager has a low level of EI (in line with the 4 key areas of EI above).
YOUR EI STRENGTHS + DEVELOPMENT OPPORTUNITIES	<ul style="list-style-type: none">• Activity:<ul style="list-style-type: none">• Everyone is invited to pull out their pre-work questionnaire and add up their scores for the 4 key EI factors.• They then reflect on some questions around what they were pleased/surprised about.



SELF-AWARENESS	<ul style="list-style-type: none">• The group explore the 'Johari Window' model to expand self-awareness.• The model is explained – there are 4 parts: 1. Open 2. Blind 3. Hidden 4. Unknown.• Activity:<ul style="list-style-type: none">• Participants jot down what they could include in the 'Open' and 'Hidden' areas of the window.• The group then discuss how to, and the benefits of, building out their 'Open' area.• Top Tip #1 – A number of top tips are shared during the session – the first one being 'Keep Note'.
SELF-MANAGEMENT	<ul style="list-style-type: none">• Emotional reactions and triggers are explained – the facilitator shares a personal example of something that prompts a physical reaction in them.• Neuroscience research is shared to explain what is happening when we experience these emotional responses.• Activity:<ul style="list-style-type: none">• On post-its everyone identifies 3 personal triggers e.g. scared before a presentation.• Then a game of 'Manage your emotions' is played.• In groups, people take a trigger, and try to match it with a 'Manage your emotion' strategy.• The game continues until everyone in the group has a strategy.• Following that, the whole group reflect on which strategies were deemed most useful – and what they will use going forwards.• Top Tip #2 – 'Say what you feel.'
Break (in-person training) / Session 2 (virtual training):	
SOCIAL AWARENESS	<ul style="list-style-type: none">• Here the group explore how to build empathy by putting themselves in the shoes of others.• The group also learn why their thoughts and feelings are often not the same as those of others.• Activity:<ul style="list-style-type: none">• Example situations are shared.• In groups, participants undertake 'Perceptual Positions' – the idea of this is that they will see the situation from 3 different perspectives.<ul style="list-style-type: none">• 1st position – yourself.• 2nd position – other person.• 3rd person – detached observer.• A discussion and lesson around empathy is shared.• Top Tip # 3 – 'Mismatching words, voice and body language.'



<h2>RELATIONSHIP MANAGEMENT</h2>	<ul style="list-style-type: none">• Here, the final factor of EI is highlighted – and the group explore rapport building as one of the key components.• Activity:<ul style="list-style-type: none">• Participants are encouraged to talk and hear from as many people as possible about what they have found helpful.• The purpose of this is an intro to the final part around relationship management – observing things like body language, listening, talking etc.<ul style="list-style-type: none">• People are encouraged to share ideas about rapport – and what they noticed about rapport in their conversations.• The group then reflect in their workbooks on all the skills and behaviours that make up ‘Relationship Management’.• Everyone then personally reflects in their workbooks on the rapport building skills.• Top Tip #4 – ‘Matching and Mirroring.’
<h2>USING EI IN THE WORKPLACE</h2>	<ul style="list-style-type: none">• The group now consider practical ways to use EI in the workplace.• Activity:<ul style="list-style-type: none">• Different (virtual) flipcharts are set up with different headings e.g. ‘1-to-1s’, ‘Team Meetings’, ‘Managing Conflict’....• In groups, participants write ways they can pay attention to EI in each scenario.• A reminder is shared about how important empathy is in every situation.• Top Tip #5 – ‘New Behaviour Generator.’
<h2>HELPING OTHERS DEVELOP THEIR EI</h2>	<ul style="list-style-type: none">• Here, everyone is encouraged to consider their role as managers and how they can help others develop their EI.• Activity:<ul style="list-style-type: none">• Everyone reflects on someone with low EI and then thinks of ways and behaviours they could use (as a manager) to support them.• A resource sheet over how to support and discuss EI with an employee is shared.• Top Tip #6 – ‘Conversations about EI.’



SUMMARY	<ul style="list-style-type: none">• Summary of key points.• Personal and manager action plans to move forwards with.• Explanation of the 100 Day Plan.
100 DAY FOLLOW UP	<ul style="list-style-type: none">• We send a different plan each month focused on one aspect of EI. Other than some brief time for self-reflection, all of these activities can be done in the course of each person's work.