

HREL 100: Emotional Intelligence *(formerly HREL 211)*

Length: 14 hours

Over 25 years' worth of research into the factors that contribute to success in the workplace have resulted in new and emerging perceptions about intelligence. The study of Emotional Intelligence (EQ) identifies a series of non-cognitive skills that can predict success in the workplace and organizations are beginning to recognize this importance.

Emotional Intelligence offers explanations as to why some people excel while others do not, despite equal intellectual capacity, training and experience. This course provides insight into the relationship between emotion, productivity and quality, and the impact of emotional intelligence in the workplace. Explore how EQ skills impact work teams or co-workers and learn guidelines for addressing emotion in the workplace.

We also cover the history and development of emotional intelligence, how EQ is measured, how to master EQ self-awareness and how to lead an engaged workforce.

Module 1: History and Development of Emotional Intelligence

- Define the concept of emotional intelligence and understand the history of emotional intelligence research.
- Describe how the concept of EQ is being used in the business world and the potential impact on your own work environment.
- Discuss the relationship between emotions and cognitive processes and understand how emotions affect our physiology and ability to reason.

Module 2: Measuring EQ and Mastering Self Awareness

- Review Emotional Intelligence assessment results and understand the influence of EQ in personal and professional life.
- Review EQ-i 2.0 Emotional Intelligence competencies.

Module 3: Applying EQ Competencies in the Workplace

- Build an awareness of our personal values and the connection between the alignments of values at work.
- Discover strategies for motivation - both intrinsic and extrinsic and the impact that leadership can have in inspiring others to achieve.
- Understand how resiliency impacts performance and contributes to individual and organizational survival and success. Identify the emotional competencies that foster resilience.
- Reflect and review material covered in the entire course.