

EMOTIONAL INTELLIGENCE



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Emotional Intelligence or "EQ" is one of the greatest predictors of workplace success. Unlike IQ, it can be developed and improved with practice. In this workshop, you will learn how important EQ is for job search and work performance. You'll also learn strategies to improve your own EQ.

Personal Capabilities

SELF-AWARENESS

Being aware of your emotions

- Seek feedback
- Know who and what pushes my buttons
- Watch myself like a hawk

SELF-MANAGEMENT

Appropriately responding to your emotions

- Breathe and count to ten
- Add a mental recharge to my schedule
- Visualize myself succeeding

Social Capabilities

SOCIAL AWARENESS

Being aware and accurately identifying the emotions of others

- Pay attention to body language
- Practice the art of listening
- Step into their shoes

RELATIONSHIP MANAGEMENT

Strengthening interactions through self-management and social awareness

- Be open and curious
- Take feedback well
- Explain my decisions

EQ is

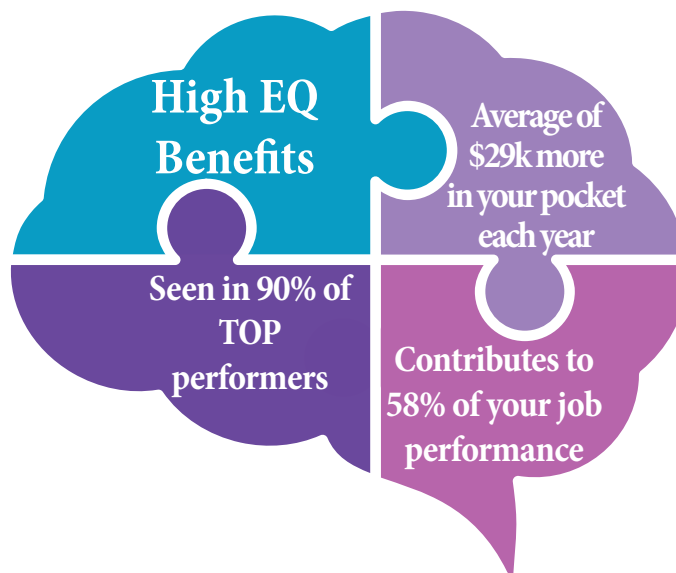
the ability to be aware of your emotions and the emotions of others to effectively manage ourselves and our relationships.

HIGH EQ INCREASES

- Social relationships
- Empathy
- Open-mindedness
- Self-worth
- Mental and physical health

WORK PERFORMANCE

- Enhanced Leadership Skills
- Improved Conflict Management
- Effective Communication
- Active Listening
- Ability to Cooperate



"It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of heart over head - it is the unique intersection of both."
- David Caruso



ARAPAHOE COUNTY



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Arapahoe/Douglas Works! is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. A proud partner of the American Job Center network. Arapahoe/Douglas Works! programs are federally funded with \$18,730,452.65 (~78 percent) through the U.S. Department of Labor. Additionally, ~22 percent (\$5,326,786.07) is financed by non-federal sources.