



Emotional Intelligence Unlocked: Smart Strategies for Managing Emotions with Confidence

Description

Emotional intelligence—the ability to navigate your own emotions and those of others—plays a key role in both work and personal life. It involves a set of skills that can be developed to stay in control, read social situations accurately, and positively influence others. In this course, learners will explore core models of how emotions work and discover how rethinking beliefs and biases can help them respond more thoughtfully. The focus is on showing empathy, communicating with respect, and staying composed when emotions run high.

Target Audience

Employees with or without leadership roles who want to improve their emotional intelligence

Learning Objectives

- Positively influencing one's own emotions
- Developing a sense for the demands of emotional situations
- Maintaining self-control in emotionally charged situations