

Emotional Intelligence



Overview

This workshop is ideal for individuals looking to better understand how to apply emotional intelligence skills to their personal and professional lives. Effective use of emotional intelligence allows individuals to master influencing and build better working relationships.

Goals

The goal of this workshop is to provide learners with the skills needed to feel confident in their ability to understand their actions and those of the people around them. Upon completion of this workshop, attendees should be able to:

- Understand how emotional intelligence impacts behavior
- Describe the four key components of emotional intelligence
- Leverage empathy techniques to enhance social skills
- Take steps to improve their ability to influence

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DURATION

60 minutes



DELIVERY CHANNEL

Virtual
instructor led



INSTRUCTOR

Experienced
Bank of America
facilitator



LEVEL

Foundational
career
readiness



Workshop modules

1. What is emotional intelligence
2. Why emotional intelligence is important
3. Four keys to building emotional intelligence:
 - Self-awareness
 - Social awareness
 - Self-management
 - Relationship management