

## Training Title: Emotional Intelligence in the Workplace

Organization: Six and a Half Consulting

Description:	<p>Emotional intelligence (EI) is the capacity to be aware of, in control of, and express one's emotions in a way that preserves interpersonal relationships both judiciously and empathetically.</p> <p>Participants will develop an understanding of what EI is, develop self awareness and self-regulation in themselves, and positively develop those skills in others through empathetic listening and shared understandings.</p>
Defined Instructional Objectives:	<p>At the end of the course the participants will have learned what EI is, have developed an awareness of their current EI skills and how to positively develop those skills in others. They will understand the role of empathetic listening, and integrate that knowledge into their interactions with others.</p>
Measurable Learning Outcomes:	<ol style="list-style-type: none"> <li>1. Participants will learn to identify communications styles and understand their impact (using DiSC behavioural tool)</li> <li>2. Participants will acquire tools for understanding of emotional intelligence</li> <li>3. Participants will develop a personal self-awareness of their current emotional intelligence skills</li> <li>4. Participants will learn tools that will assist them in developing self-regulation</li> <li>5. Participants will build an awareness of others</li> <li>6. Participants will learn how to participate in raising organizational EI</li> </ol>
Course Components:	<ol style="list-style-type: none"> <li>1. Why Emotional Intelligence Matters</li> <li>2. Emotional Intelligence at Work</li> <li>3. Cultivating Emotional Intelligence</li> <li>4. Getting to Know Yourself</li> <li>5. Understanding Feelings</li> <li>6. Perceiving Yourself Accurately</li> <li>7. Cultivating Confidence and Self-Esteem</li> <li>8. Exercising Emotional Self-Control</li> <li>9. Working with Your Triggers</li> <li>10. Getting to Know Others</li> <li>11. Developing Empathy</li> <li>12. Anticipating Needs</li> <li>13. Cultivating Social Awareness</li> <li>14. Communicating Effectively using DiSC behavioural tool</li> <li>15. Developing Others</li> <li>16. Helping Your Organization Develop EI</li> </ol>
Assessments Methods:	<p>Verbal understanding of concepts and written reflection (worksheets), completion of self assessments; direct observation of application of acquired skill sets.</p>
Delivery Methods:	<p>In person one to one and group training sessions, goal setting worksheets, exercises, active/empathic listening templates, progress tracking</p>
Format:	<p>This training is offered in person one to one, group, or by Skype/Facetime and can be adapted to partnerships and teams.</p>
Duration/Schedule:	<p>The training is based upon 8 hours of individual and group sessions over a period of 4 to 6 weeks.</p>
Attendees:	<p>1 to 10</p>

Completion Requirements:	Participants are required to complete 8 hours of training plus and additional estimated 6 hours of project homework.
Course Fees:	This full day training for up to 20 attendees costs \$8500 plus GST. Included in these fees are 10 hours of individual training to be used at clients discretion with attendees.
Training Facilitator Credentials:	Casey Miller has more than 15 years experience in leadership roles and leadership training across the public, private and non-profit sectors. Over the span of his career, Casey has served as a facilitator and trainer in domestic and international enterprises, helping organizations reach their potential through research-based organizational psychology. As a the President of Six and a Half Consultant, Casey works as a business coach, trainer, and facilitator, designing and instructing leadership and management trainings to many Vancouver-based businesses and organizations, including Culinary Capers, Half Moon Yoga, Xeva Mortgage and Northwest Atlantic.. Casey is also a frequent speaker at the Westside Schools and various trade associations in the lower mainland, including PMIBC, HTFPBC, and HRMABC. Casey is also an external consultant with the YMCA Youth Employment Program facilitating business coaching and skill development for young entrepreneurs. Casey holds a masters degree in Public Administration and another in Theological Studies from Harvard University.