



# Emotional Intelligence (EQ) for Managers

## Online Seminar



### Curriculum Overview

- completely customizable to client needs

#### Timing

3 x 90mins webinars on the same or different days

#### Core Objectives

1. Participants will be reminded that the results they receive as a Manager come as a direct result of their behaviors, which in turn comes from how they see the world around them.
2. Participants will build on their understanding of MBTI 'Type' from the pre-seminar 1:1 MBTI® Profile Report (Form M/Step I™) debrief by exploring the 4 MBTI dichotomies and how that applies to Team Dynamics.
3. Participants will explore the key elements of Emotional Intelligence and understand how a high level of EQ increases our ability to manage self, influence others and build high performing teams.
4. Participants will use the results of their individual MBTI Report to reflect on individual areas of excellence and development challenges focusing specifically on Intrapersonal and Interpersonal components of Emotional Intelligence.
5. Participants will utilize emotional intelligent techniques to stay focused during difficult times and in challenging relationships.
6. Participants will agree a Personal EQ Development Plan identifying ways to better manage self whilst being able to bring out the potential in others.

#### Webinar 1 of 3 Outline\*

Module	Topic	Time
Module 1	Welcome and Introductions	5 minutes
Module 2	Perception, Behavior and Results	10 minutes
Module 3	MBTI Introduction and Understanding	75 minutes

#### Webinar 2 of 3 Outline\*

Module	Topic	Time
Module 4	Team Type Dynamics	40 minutes
Module 5	Emotional Intelligence	50 minutes



## Webinar 3 of 3 Outline\*

Module	Topic	Time
Module 6	Attributes of Emotionally Intelligent Managers	30 minutes
Module 7	What Emotional Intelligence and MBTI Type Means to Me	20 minutes
Module 8	Emotional Intelligence Development Plan	35 minutes
Module 9	Summary, Additional Resources and Evaluations	5 minutes

\*If the webinars are being held on the same day, a 10mins break is recommended after the first 90mins webinar and a lunch break between the second and the third webinar

## Module Summaries

### Module 1 - Welcome and Introductions (5 minutes)

Objective: To help participants feel welcome to the seminar and remove all distractions from the learning environment (wondering about topics, cell phone usage and breaks etc). Participants sense a safe learning environment that is collegial, interactive and purposeful. This section will include a brief 'road map' overview of the day ahead.

Lesson 1	Welcome, Facilitator Introduction and Learning Objectives	3 minutes
Lesson 2	Learning Agreement	2 minutes

### Module 2 - Perception, Behavior and Results (10 minutes)

Objective: Participants will be presented with a model to suggest that the results we get in our leadership roles come from what we do; which in turn comes from how we see ourselves and others. Participants will conduct a short exercise to consider what they wish to improve about their results as leaders which will lead into behaviors and perceptions that perhaps need to be altered.

Lesson 1	Perception, Behavior & Results	5 minutes
Lesson 2	We Hold These Truths ...	5 minutes



seminars



keynotes



coaching



online

### Module 3 - MBTI Introduction and Understanding (75 minutes)

Objective: In this module participants will be reminded of important background information in regards to MBTI, following their recent 1:1 debriefs. There will be a 'deeper dive' into the 4 MBTI dichotomies and how that applies to Team Dynamics. Participants will be encouraged to value their own personality by sharing their validated 'Type' profile, whilst acknowledging the importance of appreciating the different personality types of others.

Lesson 1	MBTI Refresh: 4D - The 4 Dimensions of Type	15 minutes
Lesson 2	Extraversion and Introversion: A Deeper Dive	15 minutes
Lesson 3	Sensing and Intuition: A Deeper Dive	15 minutes
Lesson 4	Thinking and Feeling: A Deeper Dive	15 minutes
Lesson 5	Judging and Perceiving: A Deeper Dive	15 minutes

### Module 4 - Team Type Dynamics (40 minutes)

Objective: In this module participants will explore the benefits of understanding their 'Type' and the personality traits of others in their team. Participants will acknowledge the advantages of their 'preferences' when leading or being part of a team and highlight their potential blind spots.

Lesson 1	MBTI Team Dynamics Introduction	10 minutes
Lesson 2	Our Team Dynamics	20 minutes
Lesson 3	Understanding Each Other Better	10 minutes

### Module 5 - Emotional Intelligence (50 minutes)

Objective: In this module participants will be introduced to the theory behind emotional intelligence and explore the impact that it can have on performance.

Lesson 1	Introduction to Emotional Intelligence	15 minutes
Lesson 2	Emotional Intelligence Competency Framework	35 minutes

### Module 6 - Attributes of Emotionally Intelligent Managers (30 minutes)



**Objective:** In this module, participants will explore the attributes of emotionally intelligent managers by using the MBTI Interpersonal and Intrapersonal Competencies.

Lesson 1	It Just Bubbles Up	10 minutes
Lesson 2	Linking Extroversion and Introversion to Emotional Intelligence	5 minutes
Lesson 3	MBTI: Intrapersonal and Intrapersonal Components of Emotional Intelligence	15 minutes

**Module 7 - What Emotional Intelligence and MBTI Type Means for Me (20 minutes)**

**Objective:** In this module participants will connect the work on Emotional Intelligence and MBTI to determine what it means for each of them. Participants will explore their primary tendencies, areas of excellence, development challenges and EQ to do's. In addition, participants will understand the four steps of emotional intelligence to better manage a team through challenging times.

Lesson 1	Mind the Gap	3 minutes
Lesson 2	My Primary Tendencies, Area of Excellence, Development Challenges and EQ To-Dos	17 minutes

**Module 8 - Emotional Intelligence Development (35 minutes)**

**Objective:** In this module we will help participants develop their own Emotional Intelligences Plan.

Lesson 1	Developing Your Emotional Intelligence: The Emotional Blue Print	15 minutes
Lesson 2	My Commitment: At My Best and Development Opportunity	20 minutes

**Module 9 - Summary, Additional Resources and Evaluations (5 minutes)**

**Objective:** To effectively close today's professional development session by ensuring desired expectations were met as well as sourcing seminar evaluations and making participants aware of additional resources.

Lesson 1	Closing Comments and Additional Resources	2 minutes
Lesson 2	Evaluations	3minutes

