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*Develop. People. Faster*

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## Mindstyle EQ at Work

### EMOTIONAL INTELLIGENCE???

"In a study of **skills that distinguish** star performers in every field from entry-level jobs to executive positions, the single most important factor was not IQ, advanced degrees, or technical experience, it was EQ."  
– **Daniel Goleman**

**Emotional intelligence or Quotient (EQ)** is the capacity for effectively monitoring, recognising and managing our own feelings and emotions, and those of others, to discriminate among them and to use this information to guide our thinking and actions.

**Mindstyle™** is an award winning personal development organisation that works with individuals and organisations to develop powerful and effective leadership and communications skills

**In order to effectively connect** with members of our team, other departments, communities and cultures, we need to develop and maintain a certain type of flexibility and understanding. This training gives the tools to enjoy more success in day to day interactions and under pressure.

### Course Overview and Content

"Emotional intelligence (EQ) is emerging as a critical factor in high performance in all areas of work, school, and home. World class organisations are adopting EQ practices into their organisation and human resource development. Leading educators, care workers, psychologists and coaches are using EQ tools to create positive results and meet pressing educational, family, health and social needs. **Mindstyle EQ at Work** makes it clear that emotional intelligence is not a replacement for technical intelligence; it is not the 'triumph of heart over head'. IQ is in fact a vital element that allows delegates to apply their technical and specialist knowledge accurately and in a way that ensures maximum engagement with the; client, customer, team member, etc. The aim of the workshop is to develop participant's knowledge of emotional intelligence (EQ) and how it can impact on the individual, group, team and client. This 2 day program installs the key competences as an internalised, natural way of doing business, expanding delegates "emotional IQ". The program includes supported role-play, video feedback and facilitated discussion of the material and techniques presented. The course content includes:

***IQ v EQ***  
*the history of Emotional Intelligence*

***Mind Body Connections***  
*understanding the causing and affect of emotions*

***An Emotional Performance***  
*identifying how your emotions affect your performance*

***The Meaning of Emotions***  
*the meaning of Emotional Intelligence*

***EQ management***  
*strategies to manage emotions in difficult situations*

***IQ and Mental Resilience***  
*finding positive outcomes from, negative situations, disappointments and obstacles*

### Course Learning Outcomes Include:

- Gain an accurate EQ awareness of self and the team
- Identify and address existing EQ strengths and weaknesses
- Develop strong, win-win relationships based on trust and integrity
- Manage own and other's emotions more productively
- Apply emotional intelligence skills to motivate and empower others
- Identify and address negative emotions
- Develop an attitude that promotes emotionally intelligent relationships
- Work productively through even the most difficult change project
- Become aware of personal emotional intelligence 'blind spots'