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# Workplace EQ:

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*The Human Factor*



**LEADER  
GUIDE**



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# INTRODUCTION

## Purpose

The purpose of this workshop is to increase participants' understanding of emotional intelligence (EQ) and its impact on workplace fulfillment and performance. Participants will identify their current level of performance in four (4) EQ dimensions and participate in skill-building activities designed to improve related competencies.

## Objectives

At the completion of this workshop, participants will be able to:

- ▼ Identify their emotional strengths and limits (self-awareness).
- ▼ Manage their emotions to facilitate the achievement of personal and organizational goals (self-regulation).
- ▼ Recognize the emotional cues of others (social awareness).
- ▼ Apply communication and influencing skills to build support for programs and projects (social skill).

## **Materials/Facilities Needed**

- ▼ Workplace EQ Leader Guide
- ▼ Workplace EQ Participant Manuals, one per person
- ▼ EQ Map (Q Metrics), one per person
- ▼ Pencils (one per person)
- ▼ ABC News Special videotape
- ▼ Cheese video
- ▼ Flipchart
- ▼ Flipchart markers
- ▼ Overhead projector or computer projector and laptop computer
- ▼ Projection screen
- ▼ “Who Moved My Cheese” video
- ▼ “Learned Optimism” book

**Time Required:** Two days

## **Module Activities**

- ▼ Multiple Intelligences Inventory
- ▼ EQ Map
- ▼ Interpreting Results (Self-Assessment)
- ▼ Disputing Automatic Thoughts
- ▼ Outcome-oriented Questions

## **Assessment Tools**

- ▼ Pre and Post-Assessment
- ▼ LDI Workshop Evaluation

## SCOPE AND SEQUENCE OF ACTIVITIES

Topic/Activity	Time Required
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**I. Introduction****30 min.**

- ▼ Participant introductions
- ▼ Logistics
- ▼ Group norms
- ▼ Pre-Assessment

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**II. Workshop Overview****90 min.**

- ▼ Purpose
- ▼ Objectives
- ▼ Agenda
- ▼ Introduction to EQ
- ▼ Impact of EQ on Work Performance

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**BREAK 15 min.**

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**III. Theory of Human Intelligence****1 hr., 30 min.**

- ▼ EQ vs. IQ
- ▼ Gardner's Multiple Intelligences
- ▼ Multiple Intelligences Inventory
- ▼ Impact on Learning
- ▼ Dialogue

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**LUNCH 1 hr.**

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**IV. Self-Awareness****1 hr., 45 min.**

- ▼ Definition
- ▼ Competencies
- ▼ EQ Map Activity

**v**

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**BREAK 15 min.**

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**V. Self-Assessment** **60 min.**

- ▼ Self-Assessment Activity
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**VI. Self-Regulation** **60 min.**

- ▼ Definition
  - ▼ Competencies
  - ▼ Star Spangled Banner Activity
  - ▼ Your Brain and Your Emotions
- 

**VII. Summary and Conclusion** **15 min.**

## SCOPE AND SEQUENCE OF MODULE ACTIVITIES: DAY TWO

Topic/Activity	Time Required
I. Review of Day One	30 min.
II. Consequential Thinking	45 min.
▼ Heuristics	
III. Social Skill Optimism and Pessimism	30 min.
▼ Definition	
▼ Explanatory Style	
BREAK 15 min.	
IV. Learned Optimism	60 min.
▼ Definition	
▼ Learned Optimism Techniques	
▼ Automatic Thoughts Activity	
V. Achievement Drive	30 min.
VI. Social Awareness	20 min.
▼ Definition	
▼ Competencies	
LUNCH 1 hr.	



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**VII. Acknowledging Emotions** **60 min.**

- ▼ Technique
- ▼ Practice Activity

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**VIII. Service Orientation** **45 min.**

- ▼ Servant Leadership
- ▼ Servant Leadership Activity

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**BREAK 15 min.**

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**IX. Social Skill** **45 min.**

- ▼ Definition
- ▼ Competencies

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**X. Change Catalyst** **60 min.**

- ▼ Definition
- ▼ Outcome-Oriented Questions
- ▼ Influencing for Action Activity

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**XI. Constructive Confrontation** **120 min.**

- ▼ Describe the Behavior
- ▼ Describe the Behavior Activity
- ▼ Describe the Effects of the Behavior
- ▼ Describe the Effects of the Behavior Activity
- ▼ State Your Expectations for Change
- ▼ State Your Expectations for Change Activity
- ▼ Do's and Don'ts of Constructive Confrontation
- ▼ Practicing Constructive Confrontation Activity

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**XII. Summary/Conclusion** **45 min.**

## HOW TO USE THIS LEADER GUIDE

This leader guide has been organized in a manner that makes it easy to understand and use. Before using these materials, please be sure to:

- ▼ Note the *italicized* text. This is the script, or what should be said.
- ▼ Note the **bolded** text. These are the instructions, or what's to be done.
- ▼ Become familiar with the icons provided throughout this guide as visual prompts. They will help you remember what to do next. For example:



means **show a slide**



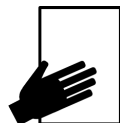
means **refer to the participant manual**



means **use a flipchart**



means **perform an activity**



means **distribute or collect materials**



means **ask a question**



means **watch a video**



means **take a break**