



### EXECUTIVE SUMMARY

EMOTIONAL INTELLIGENCE IS A LEARNABLE ABILITY THAT ALLOWS YOU TO UNDERSTAND, RECOGNIZE, ACKNOWLEDGE AND MANAGE YOUR EMOTIONS AND THE EMOTIONS OF OTHERS. MORE SPECIFICALLY, EMOTIONAL INTELLIGENCE (EI) IS THE LEVEL OF YOUR ABILITY TO UNDERSTAND YOUR MOTIVES AND EMOTIONS IN REFERENCE AND CONTRAST TO OTHER PEOPLE'S EMOTIONS AND MOTIVES.

THE ACQUISITION OF THIS ABILITY ALLOWS YOU TO WORK WITH PEOPLE FROM DIFFERENT CULTURES SUCCESSFULLY. IN OTHER WORDS, YOUR LEVEL OF EMOTIONAL INTELLIGENCE WILL DEPEND ON THE LEVEL OF YOUR ABILITY TO ACKNOWLEDGE, APPRECIATE AND UNDERSTAND THE DIFFERENT INTELLECTUAL OTHER.

1. *EMOTIONAL INTELLIGENT INDIVIDUALS CONSIDER DEVELOPING FOUR INTERRELATED ELEMENTS:*
2. *UNDERSTANDING HOW PEOPLE'S EMOTIONS CAN SHAPE THEIR BEHAVIORAL ACTION AND REACTION*
3. *DEVELOPING A TECHNIQUE FOR MANAGING EMOTIONS*
4. *ACKNOWLEDGING ONE'S EMOTIONAL BEHAVIOR IN RELATIONSHIPS AND CONTRACT TO OTHERS*
5. *RECOGNIZING ONE'S EMOTIONS REFLECTIVELY WHILE STATING THE CAUSES THAT STAND BEHIND EMOTIONAL SITUATIONS*

#### LEARNING OUTCOMES

BY THE END OF THIS WORKSHOP, YOU WILL BE ABLE TO:

- *IDENTIFY WHAT WE MEAN BY EMOTIONS.*
- *DEVELOP YOUR EMOTIONAL INTELLIGENCE TRAITS*
- *EXPLORE TO WHAT EXTENT YOU ARE EMOTIONALLY INTELLIGENT*
- *MANAGE YOUR EMOTIONS*