



BFF
Enterprises

Emotional Intelligence at Work

Definition

What does the phrase emotional intelligence in the workplace encompass? There are five main areas of focus that are included in most studies:

- ❖ Self-awareness – of emotions and self-worth, and confidence in one’s abilities.
- ❖ Self-regulation – of emotions, standards of honesty, and adaptability.
- ❖ Motivation – drive to achieve goals, commitment, and initiative.
- ❖ Empathy – high sense of diversity, compassion, and is driven to assist others.
- ❖ Social Skills – skills in conflict management, communication, and leadership.

Workshop Objectives:

- Define and practice the areas of emotional intelligence in the workplace
- Identify and control your emotions
- Successfully communicate and maintain relationships with others
- Identify nonverbal communication and consider this information when engaging
- Successfully execute conflict resolution and overcome other obstacles in the workplace
- Exhibit empathy and reverence for others
- Identify anxious and stressful emotions and better control these negative emotions



For more information or to reserve your spot in this workshop, please contact:

Christina Allison
BFF Enterprises LLC
704-290-7409
www.BFFenterprises.net