



Managing Emotions Workshop



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Agenda

- Understanding emotions
- What is emotional intelligence?
- The EQ-i 2.0 model
- Why is emotional intelligence important in your role?
- Your EQ-i 2.0 results
- Developing emotional intelligence
- Action Planning



House Keeping

- Timings
- Breaks
- Safe space
- Non-judgmental
- Confidentiality



Emotions at work

When can emotions be a problem at work?

How do emotions influence us at work?

Which emotions are useful in the workplace?

How can we manage our emotions?

Understanding your emotions

What emotion am I feeling right now and why?

How could this emotion impact my work and behaviours?

How could I express this feeling effectively to others?

What might be difficult about expressing this emotion?