






# Emotional Intelligence

# FACTSHEET

An engaging, interactive discussion activity to promote understanding and develop better emotional intelligence in the workplace.

-  **1 hour + debrief**
-  **3-24 participants** (in 1-4 teams of 3-6 per team)
-  **For staff at any level**
-  **No computer program**
-  **450** (hard & digital copy) or **399** (digital copy) ex VAT



## Learning objectives

- to find out about the topic in an interactive way
- to enable participants to explore their own levels of EI
- to build a list of the skills and attributes associated with good EI
- to find out ways to improve levels of EI
- to help staff make their performance at work (and in life) more rewarding

## About the activity

Good emotional intelligence skills in managers and staff help to create a positive work environment in which productivity, staff wellbeing and morale can prosper, so much so, that many employers place greater emphasis on EI than on IQ.

In this activity, participants, working in small teams, are shown a set of 30 cards. Each card poses a question that relates, in some way, to emotional intelligence. It could ask participants to consider how they might regulate their own emotions in a given situation, or what strong personal values they hold, that help structure their actions and decisions, or whether or not they agree with a given statement.

There are three types of cards: **Response**, **Task** and **Yes/No** cards. For each card, participants record their response - first in terms of their own personal response and then as a consensus team response. The individual response allows for self-analysis and through trying to reach a team consensus, the card is aired, shared and discussed. People learn from hearing viewpoints from others and having to give reasons to support their own. The activity is not in any way a test. Each member of the team has their own forms, so any notes participants make about themselves are strictly for their eyes only. Together, the cards show how EI is about self-awareness, self-restraint, empathy, self-esteem and good social skills - and about regulating emotions rather than allowing them to take centre stage.

After the debrief, to round off, there is a handout for individuals to take away, to use as an aide-memoire.

## Five-year repeat use licence

This Northgate training activity comes with a five-year licence for repeat use with up to 24 participants. A licence is required for each site (or remote hub). To use with larger groups or for multiple site licences please contact us for a quote.

## Pack contents

- Trainer's Notes
- Trainer's PowerPoint
- The Cards
- Handout A: Response Form
- Handout B: Tasks Form
- Handout C: Notes on EI

This activity is for face-to-face & virtual training. It is supplied as a hard copy pack and digital files are supplied via the Northgate Trainerhub (or you can purchase digital files only).

## Ideally suited to

All staff as an engaging, enjoyable and non-threatening introduction to the concept of Emotional Intelligence and the value it brings to individuals and to the workplace.



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## Customer reviews

” *Wonderful* way to start my session on EI. The activity really helped everyone to begin thinking and talking about EI and how it affects them at work - and outside. It set the pace for the rest of the training.

Asha Maharaja, Inspire Management Consultants, Canada

” It has proved *effective* in introducing the concepts of Emotional Intelligence... and provoked some *interesting* and *thought-provoking* discussion. Feedback from the participants was that they *enjoyed* the game. We will continue to use the game regularly.

Tanya Robinson, Thames Valley Police



## Trainer's role (full guidance supplied in Trainer's Notes)

- Introduce the activity in plenary session.
- Issue the set of 30 cards.
- Teams work through the cards one at a time. If time is limited, you may choose to omit certain cards - or give a time-guide of, for example, two minutes per card.
- Observe teams in action and collect any interesting interactions for the debrief.
- Halt proceedings after the hour and allow teams a few moments to reflect on the session.
- Lead a debrief in plenary to bring out the learning points. The Trainer's Notes includes a commentary for every card.
- Finally, issue the Handout that summarises the topic and gives tips for the future.

## Northgate says...

Guaranteed to encourage interaction and involvement, and a deeper understanding of the importance of emotional intelligence in creating a happy and productive workforce.

This activity is supplied both as a hard copy pack for face-to-face training, and digitally for use in virtual classrooms, making it a very flexible resource.

## Ordering is easy!

northgatetraining.co.uk

+44 (0)1225 484990

sales@northgatetraining.co.uk

## Fast delivery

Digital files are accessed via our online Trainerhub and the hard copy pack is sent via courier:

£15 UK (next working day)

£29 Europe (1-3 working days)

£39 International (1-5 working days)

## Our guarantee

If you are not 100% happy we offer a 30-day no-quibble returns service on unused goods.



## Northgate customers

