

## Emotional Intelligence

### Participants will learn:

- how to develop their self esteem, self awareness and social skills
- how to control their emotions
- how to self regulate
- to use a more enlightened strategy to handle personal and interpersonal issues in everyday work situations

 1 hour + debrief

 4-12 (one or two groups of 4-6 per group)

 Staff at any level

 £395 ex vat

■ A basic introduction into what is now considered by many to be key to staff performance - and ultimately more important than other factors such as IQ, qualification and experience.

Structured by a series of mini-task cards, groups explore their own levels of emotional intelligence (EI), broaden their understanding of what it means, and learn ways to improve their EI.

Through the cards, groups answer key questions about EI, face typical work situations and decide as a group how best to handle them and consider key concepts of EI such as empathy, self-awareness, self-regulation, motivation and social skills. Responses to each card (30 in all) are jotted down, for reference during the debrief.

Very well received by delegates. Links well with Northgate activity Coping with Difficult People.



# Emotional Intelligence

## Trainer's Role

- 1 Introduce the activity using the PowerPoint presentation provided.
- 2 Divide the participants into two groups and allocate group materials (boards, cards and playing pieces).
- 3 Observe teams in action and listen to their discussions.
- 4 At the Debrief, go through each of the cards in turn and discuss each decision teams have made.

Full details on all the answers are provided in the Trainer's Notes.



## Testimonials



S. Stinton, GE Money

The set-up and explanation is straightforward - and the activity is easy to use. It generates interesting conversations amongst the groups. An effective tool for increasing awareness of emotional intelligence.



Tanya Robinson, Thames Valley Police

We have used this game with a group of admin staff and with a group of police officers and staff at inspector level and equivalent. It has proved effective in introducing the concepts of Emotional Intelligence in both cases, 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.

## Pack Contents

- Trainer's Notes
- USB containing PowerPoint Presentation
- Handout A: How to Play
- Handout B: Group Form
- Handout C: What is Emotional Intelligence?
- Handout D: Response Form
- Set of Six Plastic Markers, Two Dice & Dice Cup
- Sets of Cards
- Group Board

## Purchasers

Vector Group UK Ltd  
 University of Salford  
 Napp Pharmaceuticals Ltd  
 Nottinghamshire County Council  
 Essex Rivers Healthcare NHS Trust  
 Peterborough College of Adult Education  
 Hilton International, Europe & Africa  
 Inspire Management Consultants  
 Fox's Biscuits  
 East & North Hertfordshire NHS Trust

## Ordering

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 Delivery UK usually next working day, elsewhere 1-6 working days depending on location