

# BUILDING PRODUCTIVE RELATIONSHIPS

# COURSE OVERVIEW – 2 full days onsite or 5 ½ day modules

## LEARNING OUTCOMES

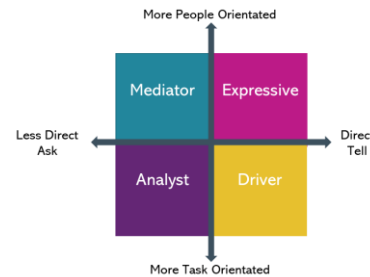
- Clearly understand the impact of interpersonal relationships
- Describe Emotional Intelligence and know when you see, feel, hear and experience it
- Understand EI as a critical success factor for your organisation and how it links with project, matrix and team management
- Understand your own EI using the EQi diagnostic tool, and its impact on others
- Practice skills to develop your EI and self-management
- Focus to create your own development plan



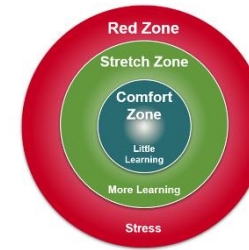
EQi Competencies Wheel



Growth Mindset



Behavioral Styles Inventory



Comfort, Stretch, Stress Model



# COURSE OUTLINE

## MODULE 1 UNDERSTANDING EQ-I COMPETENCIES

- Onboarding & set up
- Networking exercise (EQi-based)
- EQi case study & report briefing
- Report review
- Action plan building
- Reflections
- Emotional Awareness Log

## MODULE 2 SELF-EXPRESSION

- Salovey, growth mindset, Johari window
- Self-perception/self-regard
- Triggers & hot buttons
- Reflections & actions

## MODULE 3 SELF-PERCEPTION

- Self-perception
- Behaviour styles Index
- Assertiveness & influence
- Interpersonal – empathy
- Reflection & actions

## MODULE 4 INTERPERSONAL INTELLIGENCE

- Interpersonal – transactional analysis/ Drama triangle
- Decision-making – processes and joint ownership
- Reflection & actions

## MODULE 4 STRESS MANAGEMENT

- Stress management & stress tolerance – building resilience
- Shut down to possibility /immunity to change
- Appreciative feedback
- Reflection & actions
- Next steps

EQi 360 assessment

Team/individual coaching

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# THANK YOU

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