



Building Social Acumen through Emotional Intelligence

Emotional Intelligence (EI) plays a critical role in career, leadership, and business success in the global economy. In an increasingly competitive and global environment, social acumen can differentiate exemplary performance from the average. EI drives social acumen and also impacts the effectiveness of all the other Full Spectrum Leadership competencies. Leaders are asking how they can use this information to develop their own social acumen and that of their employees to create and sustain a competitive advantage.

Emotional Intelligence is the ability to recognize and understand our own emotions, the impact of those emotions on our behavior, and the ability to use this awareness to better manage ourselves and our relationships with others.

Program Description:

Building Social Acumen through Emotional Intelligence introduces managers, supervisors, and team leaders to Emotional Intelligence and its value as a performance differentiator. Pre-work involves completion of the ECI 360° self-assessment to foster self-reflection and development planning for personal EI growth.

Outcomes:

Using 360° feedback, this 1-day program enables participants to become knowledgeable about:

- How self awareness and social awareness can help build effective relationships.
- Establishing enduring, inclusive relationships with colleagues and customers, employees, teammates, and community.
- Enabling mutually beneficial partnerships that take full advantage of internal and external synergies.
- Understanding the impact of personal behavior on others, placing a high priority on honesty and integrity.

Participants will learn what it takes to demonstrate social acumen; an awareness of self, the needs of others, and the impact of own behavior on others; putting others at ease in a variety of situations.

Course Objectives:

- Understand the Four Quadrants of Emotional Intelligence (see model below)
- Understand how the EI competencies are present in the Full Spectrum Leadership model
- See why EI is much more than “soft-skills”
- Understand why EI is vital to career and business success in the global economy
- Know why the latest research suggests that EI is often more important than IQ in workplace success
- Develop an awareness of Emotional Intelligence in one’s self and in others
- Identify one’s EI strengths and growth opportunities
- Create a strategy for enhancing one’s own EI

Goleman's 4 Cluster Model

