



# Emotional Intelligence Skills And How to Develop Them

## Languages Offered:

- English  
 Spanish

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Research into emotional intelligence has shown that it plays a critical role in higher productivity, performance and job satisfaction. Team members who have a high level of emotional intelligence are more confident, more capable and earn greater respect from their colleagues. They are better able to stay calm, flexible and focused with the pressure of the workplace.

This learning experience will prepare participants to manage their emotional reactions to various situations. Use empathy to better understand where others are coming from while sending clear verbal and nonverbal messages.

### What trainees will learn:

- Self-awareness and Self-regulation
- Self-motivation and Empathy
- Implications of Social Awareness
- How our emotions affect others — and how their emotions affect others
- To evaluate your current level of emotional intelligence
- To have greater control over your own emotional reactions
- To communicate more openly, deal constructively with disruptive behaviors of others
- To defuse conflict professionally

### How this training will benefit your company and employees:

The company can expect team members to be calm in challenging situations and display self-control with internal and external customers. Improved communication skills, more collaboration, and less procrastination in difficulty situations.

Hours: 8 or more. Onsite training may be customized to meet your business needs.

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### About Trainer Name: Sophia Brooks



Sophia is a retired business owner, author, speaker, and subject matter expert. She held international management positions in two global Fortune 500 Corporations serving as Manager of Training & Development and Director of Employee Benefits Worldwide.

Sophia enjoys walking her two rescue puppies, watching classic black and white movies, going to the ocean, joy riding and volunteering with the unhoused.