Government CAMPUS

Emotional intelligence

The concept of emotional intelligence first emerged during the mid-1990s and is now considered an important component of building relationships and developing leadership skills.

Defined as the ability to monitor your own – and other people's – emotions and to discriminate between different types of emotions, emotional intelligence is about using that emotional information to guide your behaviour and decision making.

Description

In a work environment, being able to fuse together intelligence, empathy and emotion can be a powerful tool. This topic is designed to demonstrate how you can harness your emotional intelligence to increase your capability for leadership and relationship building.

During the learning activities, you will be introduced to the 3 core concepts of emotional intelligence. These are: emotional awareness (knowing what feelings we, and others, have), emotional literacy (expressing feelings and understanding others' expressions of theirs) and emotional honesty (being open about our emotions and creating an environment in which people feel safe to do the same).

What does it involve?

One hour's worth of online tutorials will provide you with an overview of what is meant by emotional intelligence. This will include tutorials on building emotional intelligence, building self-awareness and, finally, how to move from self-awareness to self-management.

Afterwards, you will be given access to further resources and suggested follow-up reading to help you embed what you've learned back in the workplace.

What's the outcome?

By improving your understanding of emotional intelligence, this topic should help you to understand how you react to certain situations and how to adjust your style accordingly.

By learning to listen to and control your emotions, as well as reading other people's emotions, you should be able to make better decisions in the workplace. Channelling your emotions in this way should also help you to use your energy and enthusiasm to motivate others.

Learning activities

Online resources

Online tutorial

Estimated learning time:
1 hour 55 minutes

How to book

learn.civilservice.gov.uk

0203 640 7985
support@governmentcampus.co.uk

Price: Free