

Understanding and Applying Emotional Intelligence

Description: Emotional intelligence (EI) is the ability to recognize, understand, and manage one's own and others' emotions. It impacts people positively and may be more important than IQ for success in life and in the workplace. It involves using emotions as information to facilitate constructive thoughts and actions and to communicate with and relate to others effectively. Emotionally intelligent team members have a natural empathy for other people, which helps them thrive in a team environment. They bolster UMGC's innovative and collaborative efforts to create better student experiences.

This foundational course introduces participants to the key competencies of emotional intelligence, discusses characteristics of emotionally intelligent people, identifies strategies for improving emotional intelligence, and explores how emotional intelligence can be applied in work situations.

The format is an asynchronous web-based training (WBT) with a linked EQ self-assessment. Additional resources, including eLearning modules, are included in the course through the TalentSmart portal.

Learning Objectives	Development Notes	Competencies Addressed
Explain the concept of emotional intelligence and describe how emotions and behavior are initiated in the brain. Describe characteristics and behaviors of emotionally intelligent people. Explain how emotional intelligence can contribute to positive relationships and better workplace dynamics. Using case studies, explore behavioral and cognitive strategies for improving emotional intelligence. Describe how the five steps of data-drive decision-making can foster emotionally intelligent reactions and behavior in the workplace.	This course will be taken as a single WBT containing 4 modules. The first module is a brief course introduction, including a video, and the learning objectives. The second module is an overview of emotional intelligence. The third module is an emotional intelligence appraisal, containing a self-assessment tool accessed through the TalentSmart portal. The fourth module focuses on strategies for improving emotional intelligence. After participants have completed their EI assessment through the TalentSmart Portal, they will receive a downloadable report with their results and strategies for improvement in identified vulnerable areas. Additional resources, including eLearning modules, one retake of the self-assessment, and a customizable development plan, can be accessed through the TalentSmart portal.	Apply Emotional Intelligence
	Facilitator Characteristics	Resources Needed
	N/A	N/A