

Emotional Intelligence

Service EQ



Self-paced, online training. Accessible anytime, anywhere.

Success in today's workplace requires more than technical skills. Your EQ matters too!

Understanding your Emotional Intelligence – also known as EQ – can help you become more self-aware, manage your emotions and build better relationships.

This introductory course on Emotional Intelligence will teach you how to harness your EQ to reduce stress, enhance communication and improve job satisfaction.

SESSION DETAILS:

- 90 minute, self-paced, interactive eLearning course
- Participants can replay sections to reinforce knowledge and learning
- User-friendly platform, accessible 24/7 on mobile and desktop
- Participants receive a certification upon completion of the course

DESIGNED FOR:

- Front-line service staff
- Supervisory staff
- Managers

LEARN HOW TO:

1. Understand emotional intelligence and its importance in today's world
2. Assess your EQ by completing an Emotional Intelligence self-assessment
3. Use your EQ at work to support team building and communicate with people who have different EQ profiles
4. Apply elements of EQ, such as thinking and feeling, initiative and self-control, and empathy and relationship management in your life
5. Recognize opportunities for personal growth and development by harnessing your EQ