



Master Class: Developing Emotional Intelligence for Professionals

Course Description

How we process our emotions impacts how we perceive ourselves and how we express ourselves to others. It also impacts our relationships, the decisions that we make and how well we are able to tolerate stress. Being emotionally intelligent is about using our emotions in the most effective way in our day-to-day interactions and the work that we are engaged in. And this first starts with understanding ourselves.

This master class, moderated by Dr. Rumeet Billan, aims to help professionals develop their own emotional intelligence (EI) by examining the 5 composite scales and 15 subscales of EI. The modules are grounded in the 3 U's, (understanding yourself, understanding others and understanding context), and focus on the impact of our emotions related to how we act, react and interact. Understanding the elements of the competencies explored in the modules can assist in not only our own development, but can also lead to understanding those we interact and connect with at a deeper level.

Learning Objectives

1. Recognizing and understanding the 5 composite scales and 15 competencies of emotional intelligence.
2. Interpreting and illustrating how each competency impacts your role as a professional and different stakeholders in your industry.
3. Examining connections between specific competencies and personal and professional experiences through reflective practice.
4. Evaluating current strategies used in your role and identifying additional/new strategies that can be used for effective interaction with stakeholders in your industry.
5. Developing specific strategies that can be integrated in the workplace to foster the development of emotional intelligence and resiliency.
6. Creating a leadership development plan specific to the needs of the participant.

Learning Delivery Format:

- Self-paced online master class with accompanying workbook



Course Content

Each module includes a presentation of the material (PPT, videos, and/or text) and reflective workbook exercises.

Module 1: Self-Perception

Self-Perception is the first composite scale that is examined in this course. Our self-perception dictates how we express ourselves as professionals. The three subscales that are associated with self-perception include: self-regard, self-actualization and emotional self-awareness. Each of these competencies contributes to our overall perception of how we feel about ourselves, and the extent to which different emotions impact our inner strength, confidence and the pursuit of our goals. Self-perception is at the core of understanding ourselves and is foundational to understanding others.

Module 2: Self-Expression

The second module examines self-expression. The way in which we perceive ourselves is often articulated through our actions, how we choose to express ourselves and the way in which we interact with others. The three subscales of self-expression that will be examined include: emotional expression, assertiveness and independence. Each of these competencies contributes to how effectively we are able to express our emotional state, the level of confidence we have in asserting our views without offending others and the extent to which we are self-reliant.

Module 3: Interpersonal

Interpersonal is the third composite scale that is examined in this master class. The three subscales that are associated with the interpersonal composite scale that will be explored include: interpersonal relationships, empathy and social responsibility. Each of these competencies impacts how we engage, interact and participate in our world. This module provides insights into understanding the boundaries and consent that we give to others in our relationships, the extent to which we are able to derive shared meaning from another's experience and how we want to contribute to our community.



Module 4: Decision Making

It is the interplay of the 3 U's (understanding ourselves, understanding others and understanding context) that contributes to how well we are able to make decisions. This module examines the elements of decision making and the three subscales associated with this composite scale include: problem solving, reality testing and impulse control. Each of these competencies contributes to how we view problems that need to be solved and the quality of the decisions that we make.

Module 5: Stress Management

Stress Management is the fifth composite scale examined in this masterclass. The subscales that are associated with stress management include: flexibility, stress tolerance and optimism. Each of these competencies contributes to how we handle our emotions in times of difficulty and ultimately how we act and react in distressed situations. This module provides insights into how we can effectively manage our emotions and deal with inevitable change in an optimistic way.

Module 6: Happiness and Well-Being

The final module for this master class integrates all of the examined EI components and presents the four indicators related to happiness and overall well-being. A personalized development action plan and strategies to support the development of each composite scale is presented.

Suggested Readings: Stein, S. J. & Book, H. E. (2011). *The EQ Edge: Emotional Intelligence and Your Success*. Canada: Jossey-Bass.

About the Instructor: Dr. Rumeet Billan is a social entrepreneur and an educator. She is the President of Jobs in Education, a Partner at Viewpoint Leadership and Academy, and completed her PhD at the University of Toronto. She teaches, writes and speaks on social entrepreneurship, leadership and emotional resiliency. Her focus is on research and the development of global competence and emotional intelligence. At the age of 25 and again at age 28, Rumeet received the honour of being named one of Canada's Most Powerful Women. She has been featured in Forbes.com and continues to integrate her business and research with her passion for creating change through education. To learn more, visit www.rumeetbillan.com