

Course Description

Developing Emotional Intelligence (KL*plus* CPE Course)

Description:

This course provides an understanding of why emotionally intelligent leadership is important. It also provides practical, positive techniques for promoting and improving emotional intelligence as a leader within your business environment.

Learning Objectives:

Upon completion of this course, the learner will be able to:

- Discover the subject areas that will be covered in this course
- Recognize reasons why emotional intelligence is important in the workplace
- Identify examples of behaviors that match the domains associated with emotional intelligence
- Recognize techniques for developing self-perception
- Recognize examples of methods for developing social perception
- Identify techniques that help control emotional responses
- Knowledge Check: Using Emotional Intelligence at Work

Estimated Course Duration: 24 minutes (0.5 CPE credits)

Delivery Method: Online Self-Study

Field of Study: Communications and Marketing

Program Level: Basic

Prerequisites: None



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