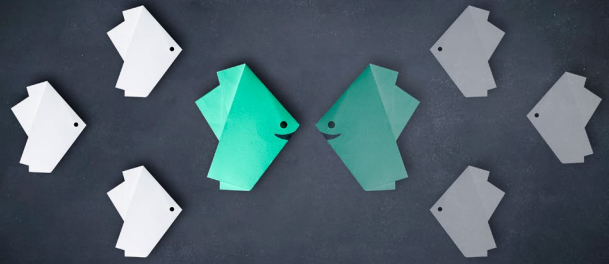


The Neuroscience of Emotional Intelligence & Unconscious Bias



Intermediate

For experienced practitioners who have a sound understanding but would like to further improve their skills.



2.5 CPD Hours

Did you know that Emotional Intelligence (EQ) is the ability to be aware of your own emotions and the emotions of others, and using such knowledge to guide thinking and action.

This awareness begins with understanding your own emotional reactions to situations and people (self-awareness), then making better, more informed decisions about how to react (self-management). Without this foundation of understanding, people are reactive and may respond ineffectively to situations.

Self-knowledge allows you to become more attuned to the emotions of yourself and others (social awareness) allowing you to choose how to respond (relationship management) most appropriately.

Research across multiple industries has demonstrated that EQ makes a significant difference in on-the-job productivity (source ATD Ltd):

- L'Oreal found that when sales representatives were recruited for EQ, they outsold their peers by an average of \$90K.
- PepsiCo found that executives recruited for emotional intelligence had 10 percent lower turnover and delivered \$3.75 million more in value.
- EQ is twice as important as cognitive abilities in predicting outstanding employee performance.
- EQ accounts for 60 percent of job performance when other variables are removed.

- AT&T research found that across different populations, EQ resulted in 20 percent higher productivity, on average.

This 2 hour session will give delegates the opportunity to understand the concepts of emotional Intelligence and unconscious bias and their impact on personal and organisational success.

Course outline

1. Understanding emotional intelligence:

- Becoming more aware: Noticing what you do
- Becoming more intentional: Doing what you mean
- Becoming more purposeful. Doing it for a reason

2. Understanding the Impact of Unconscious Bias:

- The effect of projecting your values onto others
- Recognising and mitigating unconscious bias
- Learning to adapt your behaviour in ways that will create a more productive working situation

3. Planning for change:

Create a personal plan to develop emotionally and socially intelligent behaviours that have direct correlation with personal and organisation success



Presenter - Steven Colligan

Steven is a registered psychotherapist and organisational development specialist with over 20 years' experience. Steven specialises in capability building, business transformation, change leadership, and human resources transformation.

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