



# Corporate Coach Group

Training that transforms



## Training Plan

### Emotional Intelligence (EQ) Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Emotional Intelligence (EQ) Course Summary

Emotional intelligence is the art and science of understanding and positively influencing emotions, with the intention of helping ourselves and others, to feel emotionally stronger and more resilient.

On this unique, one day Emotional intelligence training course we cover four complementary, interlocking approaches of emotional intelligence: You will learn mental, physical, social and environmental methods.

This Emotional Intelligence training gives you the knowledge and practical skills you need to understand and positively influence emotions.

If you want to use emotional intelligence skills on yourself and to help others, then you will enjoy and benefit from this training.

### Learning Outcomes for the Emotional Intelligence (EQ) Course

- Understand why people do the things they do
- How to create positive emotions in yourself and others
- How to handle any negative emotions, (your own and those of others)
- How to change negative situations into positive
- Understanding emotions as the products of thought
- Take control of your emotions by taking control of your thoughts
- Emotions as the product of the way you use your body

### Customer Review

“ I thought the course was well structured and thought out. It gave me good practices that I can take back and implement at work and some ideas to improve my own personal habits. The trainer was clear, concise and friendly. Sometimes courses are daunting, but I felt at ease straight away.

*Samantha Jones  
Gemini Repairs Ltd*

## Emotional Intelligence (EQ) Training Course Overview

This Emotional Intelligence training course is split into the following sections:

### How emotions affect results

We will discuss how emotions are important, since they affect behaviour, and behaviour affects results

Emotions  $\Rightarrow$  behaviour  $\Rightarrow$  results

The ability to manage emotional states creates the opportunity to improve behaviour and results. Emotions have three primary causes: mind, body and environment.

During this training, we will work with each one in turn, starting with the mind.

### Emotions are caused by the mind

Emotions are products of the dominating thoughts, that occupy the mind. Emotions are caused by the mind's belief and expectations:

- Negative expectations create negative emotions
- Positive expectations create positive emotions

We will examine how to influence people by talking to them in specific ways, to affect a person's expectations, and thus trigger the emotions we want to inspire.

These skills we call "conversation control".

### Emotions are caused by physical states

Humans are a union of mind and body, forming a single integrated system: The mind influences the body, the body influences the mind.

We examine how to strengthen the emotions by strengthening the body. We discuss how various health habits have a systemic affect, for good or bad. We will use the body as a lever to lift the spirits.



## Emotions are influenced by people and environments

Everyone is influenced by their physical and social environment. We will discuss how people affect emotional mindsets, and how we can harness people power, to change emotional states. We will discuss how we can construct physical environments that tend to inspire positive emotions.

By the end of this course, you will understand how to change your feelings, and influence others so they feel emotionally stronger.

## Customer Review

“ The course was brilliant! Informative and lots of useful things to think about along with tool kits to use. I feel a lot more confident in myself and the way I will handle conflict going forward and prioritising. The trainer was excellent! I sometimes struggle with maintaining full attention for such a long time, but Jez kept me listening at all times, made it fun and was very welcoming. All content was covered in an understandable and clear way.

*Frances Morris  
NHS Hardwick CCG*



## Emotional Intelligence (EQ) Training Course Details

### Morning Session

#### How emotions affect results

Life results are affected by multiple factors, but one of the most important factors is the habitual emotional state that a person feels, hour by hour, day by day, week by week.

How a person subjectively feels affects how they behave, which affects their objective results.

A person's whole experience of life is coloured by how they habitually feel.

Therefore, the ability to manage emotional states is of vital and immediate importance to everyone.

#### How to create and sustain a positive attitude

Everyone knows that we should be positive. But the question is, how?

The single most important thing to know is:

Emotions have definite causes, and the primary cause is the *content of the mind*.

*You feel whatever you think about.*

If a person's thoughts are of a certain character, their emotions will reflect the colour of their dominating thoughts. If a person's mind is full of dark thoughts, then their emotions will be equally dark. If a person's mind is full of lighter thoughts, then their emotions will be correspondingly lighter.

We will find examples of each type; prove this theory is correct and then we will apply it to ourselves and others.



### Five categories of thought and their emotional consequences

There are five major categories of thought. Each category has a particular class of content. Each class has a corresponding set of emotions. Three of the five categories have negative emotional consequences.

Two of the five, have positive emotional consequences. (These ratios explain why most people are not as happy as they think they could be).

We will reveal the five categories of thought, and ask you how you currently use your emotional brain? What are your ratios, and consequently how do you feel?

### The optimum balance of emotions

All emotions have their place; even negative emotions are sometimes valid. But an excess of any emotion, is an overdose and can be harmful. For example, too much confidence, has the potential to be detrimental.

Therefore, we will establish a perfect balance between the positive and so called negative emotions, so that we are all perfectly poised for life here on planet earth, with all its dangers, uncertainties and opportunities to succeed.

### How to use words to change emotional states

Now we know what the perfectly poised mind should be, we then shape our language to correspond as closely as possible to the ideal. We can change emotional states by wilfully changing what we talk about, what we read, and who we listen to!

In theory it is simple. We just have to discipline ourselves to do it.

### How to change the emotions of others

Now we know that words change minds, we use this fact as a tool to help others. We will learn what to say to inspire positive emotions. And equally important, we will learn what to STOP saying.

### Healthy mind, healthy body

Emotions have two causes: the state of mind and body. Now we shift the discussion away from psychology and move it to the physiological side of life.



## Afternoon Session

### Feeling good requires energy

Nothing happens without energy. Life itself is a form of energy. Positive emotions require more energy than negative. And energy cannot be created, it must be supplied.

Energy is supplied, or not supplied, by the combination of health habits. Some health habits cause a lack of energy, and therefore negative emotional states. Other health habits facilitate positive emotional states

### Bad health habits that cause negative emotions

Let us look at how bad habits negatively affect emotions.

Many people create the conditions that are precursors to depression by failing to support their physical body, or worse, they actively undercut their health by terrible health habits.

This undermining of the physical system almost guarantees negative emotional states.

### Good health habits that cause positive emotions

The opposite is also true. Positive health habits form conditions that are precursors to positive emotions. Many people have such terrific health habits, that they almost guarantee positive emotional states.

Conditioning of the physical body is the lever we use to lift people's spirits.

### People are affected by their social environment

The next component of our emotional intelligence training is social. We know that people affect people: some people lift your spirits, others don't. Some people you find depressing to be around.

Our next emotional management skill is to select the influences that influence you.

### Use people power to change emotional states

We will decide how we can make our social conditions conducive to our desire to be happy, healthy and well balanced.

Limit exposure to emotionally dangerous types.

Maximise exposure to emotionally supportive types.



### Emotions are affected by environments

Now we shift our attention to physical surroundings: People are affected by their physical environments. What we see, hear, touch, taste and smell, has a profound effect on how we feel.

### How to shape physical environments to improve emotional states

Too much noise, not enough heat, uncomfortable chairs, drab surroundings all have an effect.

We will take this idea seriously and formulate our plans to make our environments more emotionally supportive.

### Mental, physical, social and environmental emotional intelligence methods

We now have a terrific amount of knowledge. It is up to us to put theory into practice to help ourselves and others.

### Customer Review

“ The course content was very good, useful and relates directly to the working environment. Real life scenarios. Would recommend to other people. The trainer's presentation was very good, and he gave good examples and provided solutions to situations. He was clear and clarified anything that wasn't understood.

*Rehan Khan  
UHY Hacker Young LLP*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

- “ The course content very much focused on the issues that I face at work day-to-day. The trainer's presentation was excellent and very professional. He knows what he talks about, not boring at all.

*Samir Poladov  
Azerbaijan National Agency for Mine Action*

- “ The course content was useful, informative and made you think and look at things differently. The trainer's presentation was really engaging, interesting, involved everyone, made me feel at ease.

*Helen Baker  
Centerplate at Warner Bros*

- “ Course content gave many examples, leading into class-based exercises. It was relaxed, functional, with useful tips and exercises. Trainer's presentation was fast paced, simple examples. It was constructive, not run of the mill stuff. Informative, clearly defined and well structured.

*Neville Patel  
The In and Out (Naval and Military Club)*

- “ The course contained concise, relevant content. Lots of tangible 'real' life scenarios, a good balance of teacher to pupil talk vs pupil activity to retain interest. The trainer's presentation was entertaining, informative, well prepared, no question dodged!

*James Hill  
AMOT*