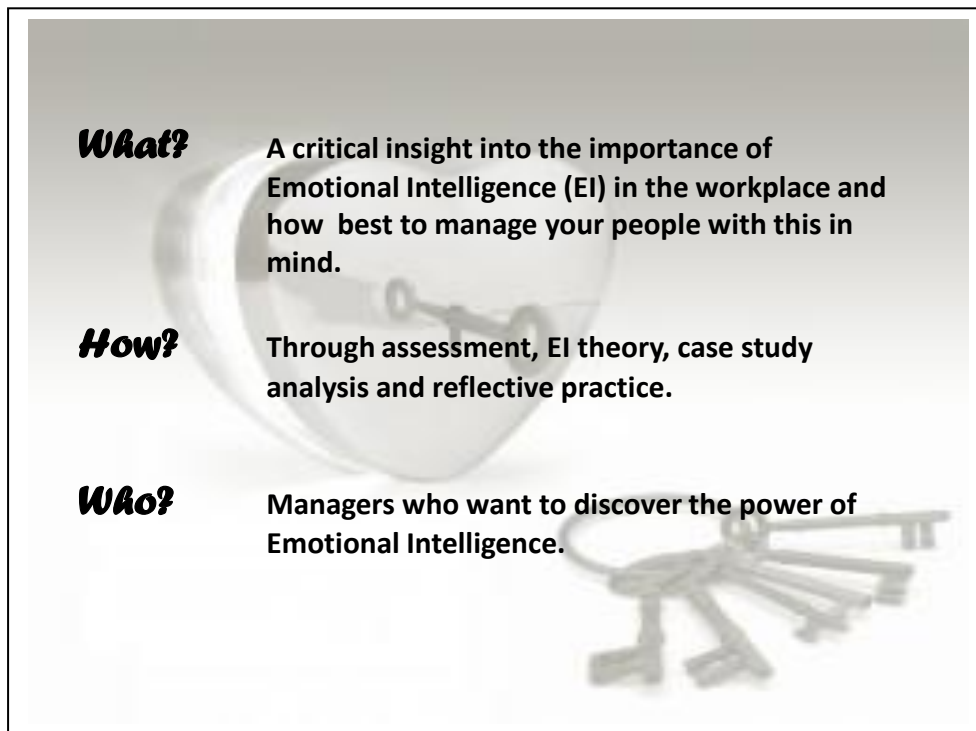


# *Emotional Intelligence*

## *Awareness*

*“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far”. (Daniel Goleman)*



### **Objectives:**

By the end of this workshop delegates will be able to:

- articulate the difference between emotions and feelings
- discuss the difference between reaction and response
- demonstrate the ability to build empathetic relationships
- discuss the role of the ego
- demonstrate the ability to read and respond effectively to the emotions of others