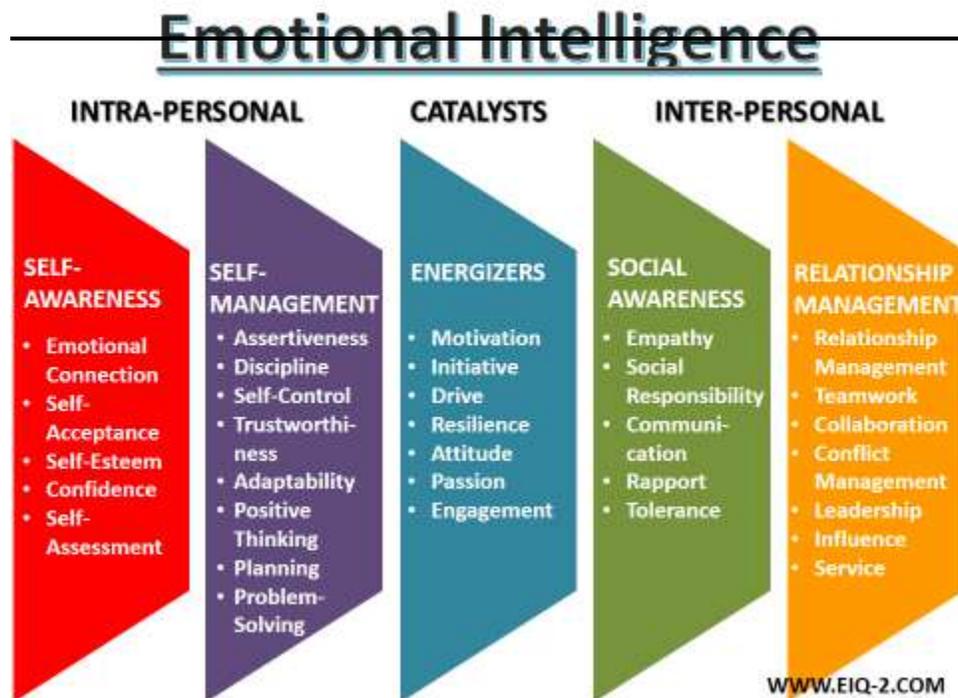




Can Emotional Intelligence Be Taught?

No matter the organization, training is about imparting immediately applicable professional/personal skills that can deliver enduring, quality bottom line results. The old adage is 'hire for attitude but train for skill' so the question presents itself: 'If emotions have such a strong impact, can emotional intelligence be taught?'

The fact of the matter is that humans are hard-wired to have emotions. Babies smile, cry and experience the basic feelings we all have... But then, we are also hard-wired to think. Success lies into generating quality emotions at the right time, right place and for the right reasons.



Regardless of industry or job level, individuals looking for professional development all want the same thing— skills that they can apply on the job immediately that will have an enduring impact on their job performance. When it comes to an immediate and unwavering impact on job performance, emotional intelligence packs a powerful punch.

Can Emotional Intelligence Be Taught

Emotions are based on chemical and electric responses in the brain. No matter the age, these neural pathways can be modified. This allows for greater emotional awareness and regulation. To make mental adjustments requires that patterns be recognized and appropriately adapted to more constructive application. Emotions occur earlier and more quickly than rational thoughts.



Children begin learning emotional intelligence through more mature models, culture, training and individual coaching.

George Lucas's Edutopia foundation has lobbied for the teaching of social and emotional skills in schools for the past decade. Currently, more and more schools are adopting some type of SEL (social and emotional learning program). The statistics overwhelming show positive results at the educational level.

For adult learning, the similar structures are also effective. Emotional intelligence development should be guided by a mature individual who can present appropriate examples.

Emotional intelligence development comes through three levels of engagement. It begins with the principles of adult education and coaching. Training needs to have a plan and focus on specific priorities. Facilitation of development should connect through thought, emotion and application.

Training & Developing Emotional Intelligence



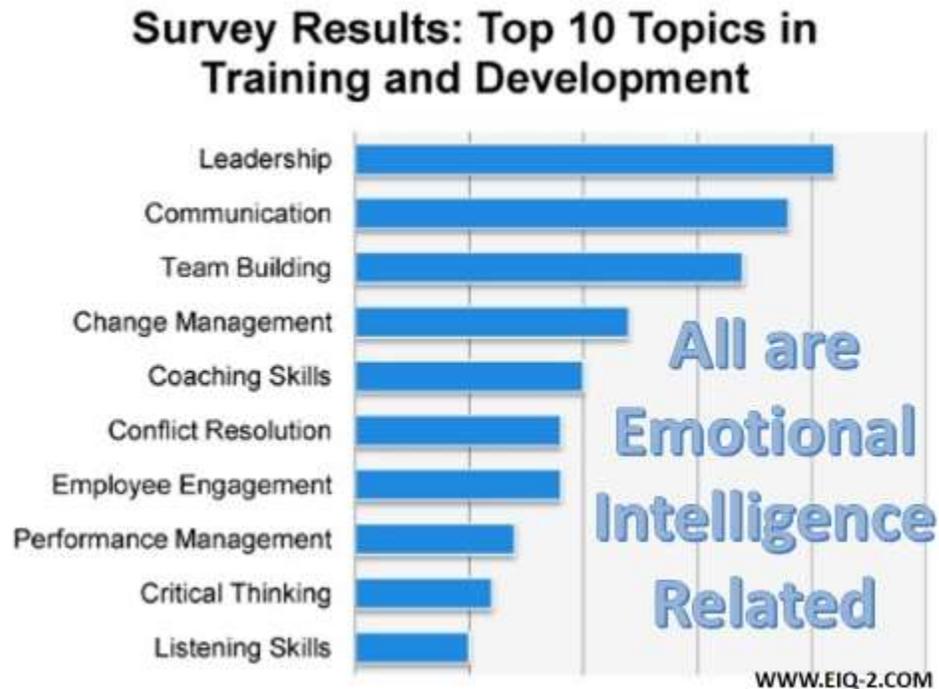
The second necessity of emotional intelligence development, is a pressing need for subject matter expertise in emotional, social and psychological areas. Feelings and relationships need to be both understood and felt. Engagement of learning generates both personal and professional connection.

Learning structures are most effective beginning with preliminary assessment to identify appropriate objectives and set an appropriate path. For soft-skills, this is especially critical so that realistic, valid metrics can be applied to growth. Not only does the assessment need to be effective but the administrator needs to be competent in its application.



Emotional intelligence generates powerful intrapersonal and interpersonal skills. These need to be applied and result driven to create real value.

Application requires expertise in a professional area. This comes through education and/or experience. Successful transfer creates stronger individual, team and organizational performance. Skilled training at all levels optimizes results.



In organizational applications, all significant training areas are related to emotional intelligence. The soft skills are becoming more of a priority for success. They can and should be developed. Growth in these areas generates high returns.

Assess, develop, perform and excel.

For Further Reading:

Druskat, Vanessa Urch; Mount, Gerald; and Sala, Fabio © 2013 **Linking Emotional Intelligence and Performance at Work: Current Research Evidence With Individuals and Groups** Psychology Press

Terrell, James Bradford © 2009 **A Coach's Guide to Emotional Intelligence: Strategies for Developing Successful Leaders** Pfeiffer Press

Hughes, Marcia; and Terrell, James Bradford © 2011 **Emotional Intelligence in Action: Training and Coaching Activities for Leaders, Managers, and Teams** Pfeiffer Press

Hughes, Marcia; Thompson, Henry L.; and Terrell, James Bradford © 2009 **Handbook for Developing Emotional and Social Intelligence: Best Practices, Case Studies, and Strategies**
Pfeiffer Press

Neale, Steve; Spencer-Arnell, Lisa; and Wilson, Liz © 2011 **Emotional Intelligence Coaching: Improving Performance for Leaders, Coaches and the Individual** Kogan Press

Wall, Bob ©2006 **Coaching for Emotional Intelligence: The Secret to Developing the Star Potential in Your Employees** AMACOM

Success Dynamics' **Introduction to Emotional Intelligence** Course (1/2 Day Program): Survey of basic emotions and their consequences. Application of emotions and emotional intelligence to personal and professional achievement. The essentials of emotional intelligence including Self-Awareness, Self-Management, Social Awareness and Relationship Management are applied to targeting results and generating positive outcomes.

The *EIQ-2* system begins with clear definitions and diagnostics. These come through application of reliable, proven quality assessments. From a defined starting point, *EIQ-2* creates customized training for targeted results. It partners for performance via coaching and consulting. Finally, it assures excellence in results.

The *EIQ-2™* Learning Systems:

THE EMPATHY PRINCIPLE™

EIQ-2: EMOTIONAL INTELLIGENCE

EIQ-2L™ SECOND STAGE EMOTIONAL INTELLIGENCE: LEADERSHIP

EIQ-2I™ SECOND STAGE EMOTIONAL INTELLIGENCE: INFLUENCE/PERSUASION

TmEIQ-10 TEAM EMOTIONAL INTELLIGENCE

EMOTIONALLY SMART ORGANIZATIONS ESO™

CLIENT CENTERED SERVICE EIQ-2CRM™