

# OUTLINE

## Emotional Intelligence

### Lesson 1

#### *Course Overview*

- Getting To Know
- About the Workshop
- Learning Objectives
- Personal Objectives

### Lesson 2

#### *History of Emotional Intelligence*

- Milestones and Important People

### Lesson 3

#### *Emotional Intelligence Defined*

- Definitions and Thoughts
- Creating Own Definition

### Lesson 4

#### *EI Blueprint*

- Skills and Concepts
- Understand and Manage
- Use and Communicate

## Lesson 5

### *Optimism*

- What is Optimism
- ABC's of Optimism
- Pessimism vs. Optimism

## Lesson 6

### *Validating Emotions in Others*

- Two Models Of Validation Others Emotions

## Lesson 7

### *Understanding Emotions*

- The Seven Primary Human Emotions
- The Emotional Map

## Lesson 8

### *Setting Your Personal Vision*

- Defining Your Principles
- Understanding Your Values
- Considering Your Strengths and Talents
- What's Standing in Your Way
- Think in Terms of Relationships

## Lesson 9

### *Workshop Wrap-Up*

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts

This course can be fully customised for your business team.  
Please contact us for more details and our team will happy to assist.

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