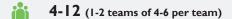


# **Emotional Intelligence**

# **FACTSHEET**

Engaging, hands-on introduction to an important topic that underpins good interpersonal and team skills.



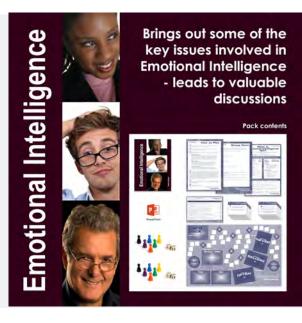


For staff at any level

No computer required

**6** 395 ex ∨AT





## **Learning objectives**

- to raise awareness and encourage a conversation about the concept of El
- to provide a basic understanding of El
- to identify typical characteristics of El and typical ways a person might respond to situations
- to illustrate why EI is crucial in work teams
- to help staff find ways to improve their own El
- to help staff make their performance at work more rewarding

#### About the activity

A set of 30 cards is placed face-down on the game-board (there are two boards per pack). The cards relate to a wide range of issues around El. Using a dice, players, in turn move their playing piece around the board. When they land on a square they pick up the top card. There are three types of card:

**Response Cards**: describe an emotional response. Eg When I get irritated or angry with someone I find it difficult to move on without bearing a grudge or I find difficulty in deciding whether someone is being polite or if they are being rude. Players must decide it they behave in that way (Often, Seldom or Never) and note it on their individual Response Form. They also discuss the wider implications of the statement and note the group's 'majority view'.

**Yes/No Cards**: these ask a question about situations you might find yourself in and ask how you would/should respond. Eg Your team leader has asked you to their office to discuss a project they want you to work on. It is very important and you have never had such a responsibility. Getting it wrong could jeopardise your promotional prospects. Do you feel confident: Yes or No? (If no, how would you react?). Again, individuals should decide how they each would react but also discuss the situation as a group and agree on what is the best way to respond.

**Group Form Cards:** these are statements requiring more structured responses on a Group Form. Eg Self-awareness is a key competency for El. It's about knowing and understanding how you are feeling. Answer the questions on the Group Form Task 8 (these are about their emotions, what triggers their emotions, and how they feel when in an emotional state).

Together, the cards show how El is about self-awareness, self-restraint, empathy, self-esteem and good social skills. It's about controlling emotions rather than giving in to them. Good El skills in managers and staff help to create a positive and rewarding work environment, so much so that many employers place greater emphasis El than on IQ.

#### **Pack contents**

- Trainer's Notes
- PowerPoint Presentation
- Handout A: How to Play
- Handout B: Group Form
- Handout C: What is Emotional Intelligence?
- Handout D: Response Form
- Set of Six Plastic Markers, Two Dice & Dice Cup
- Sets of Cards
- Group Board

## **Ideally** suited to

All staff as an involving but nonthreatening introduction to the concept of Emotional Intelligence and its importance in developing personal wellbeing and a positive workplace attitude.



# **Emotional Intelligence**

# **FACTSHEET**

#### **Customer reviews**

- Wow! I found the exercise to be absolutely inspiring. On a residential course... each group had a very revealing and powerful discussion.

  Discussion that continued over dinner and made a significant positive impact on everyone attending... thank you and well done! I plan to use it wherever I can in future courses.

  Steve Laing, QC Training International
- It has proved effective in introducing the concepts of Emotional Intelligence... and provoked some interesting and thought-provoking discussion. Feedback from the participants was that they enjoyed the game. We will continue to use the game regularly.

  Joanne Williamson, Training Manager, Stena Line













# Trainer's role (full guidance supplied in Trainer's notes)

- Introduce the activity using the PowerPoint presentation.
- Divide the participants into two groups of up to six people per group.

  Allocate resources (game-boards, cards, playing pieces etc) and a handout,

  How to Play (to serve as a reminder to the PowerPoint).
- Issue a Response Form to each person and a Group Form to each group -and instruct them to start the game.
- Allow about 50 minutes for the game. Observe teams in action and listen to their discussions but do not get involved.
- At the Debrief, gather all participants together. Go through each of the cards in turn. Listen to what people have to say and discuss their views across the group. Notes (and a PowerPoint) are provided but encourage participants to do the talking, exchange views and identify 'best practice'.
- Draw up a list of the main points about El and finally issue the handout What is Emotional Intelligence for participants to take away.

## **Ordering is easy!**



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# Northgate says...

In this non-threatening board game participants find out exactly what emotional intelligence (EI) is, why it is important and how to develop their existing skills.

Northgate customers









































