I. Emotional Intelligence

A. What is emotional intelligence?

B. Four pillars of emotional intelligence

1. Self-awareness

2. Self-management

3. Social awareness

4. Relationship management

C. Skills in emotional intelligence

1. Accurately perceive emotions

2. Use emotions to facilitate thinking

3. Understand emotional meanings

4. Manage emotions

D. Apply EQ/EI skills

1. Understanding and managing emotions in the workplace

2. Disagreeing constructively

3. Assessing a situation

E. Benefits of emotional intelligence

II. Creative Problem Solving

1. The creative problem-solving process
2. Information gathering
3. Problem definition
4. Generating solutions
5. Analyzing possible solutions
6. Selecting a solution
7. Planning your next steps
8. Implementing, evaluating and adapting
9. Leadership decision continuum

III. Time Management

A. Setting goals

B. The three P’s

1. Positive

2. Personal

3. Possible

C. Prioritizing your time

D. Tackling procrastination

1. Why do we procrastinate

2. Ways to overcome procrastination

E. Delegating made easy

F. How to delegate

1. What does delegation involve?

2. Guidelines for effective delegation

IV. Taking Initiative/Assertiveness

A. What is initiative?

B. Benefits of taking initiative

C. Why people do not take initiative

D. How to take initiative

1. Make initiative a priority

2. Be open-minded

3. Be adaptable

4. Take responsibility

5. Recognize when you can step in

6. Know your strengths and skills

7. Go the extra mile

E. Confidence

1. Build confidence

2. Positive thinking

F. Assertiveness skills

1. Definitions and benefits

2. Assertive language

3. Assertive behaviors

4. Advantages of being assertive