

# **GENOS Certified Emotional Intelligence Assessment and Development Associate**

## **Overview**

The Genos Emotional Intelligence (EI) Certification Program is specially designed to make participants the expert in applying Emotional Intelligence in the workplace. Further to this, participants will learn from internationally recognised experts who develop and apply emotional intelligence with Fortune 500 companies every day.

Participants will leave the certification program being able to:

- Design and sell emotional intelligence solutions.
- Develop individuals' and teams' emotional intelligence by assessing and debriefing their assessment results.
- Provide practical tools and techniques for applying and being more emotionally intelligent in the workplace.
- Design and deliver group emotional intelligence development sessions.

In addition, the course involves personal development tools and techniques designed to improve the emotional intelligence of the participants. In particular their self-awareness, awareness and influence of others, capacity to facilitate challenging conversations and their resilience and well-being. As a result candidates will be more attractive to employers (as emotional intelligence is often a hiring criteria and one of the top 10 job skills for 2020 and beyond as recognised by the World Economic Forum.

## **Who Should Attend?**

HR Manager, L&D Managers

## **Course Outcome**

Upon successful completion of this course, participants should be able to:

- Design and sell Emotional Intelligence solutions to clients,
- Develop individuals' and teams' Emotional Intelligence by assessing and debriefing their assessment results, and provide practical tools and techniques for applying and being more emotionally intelligent in the workplace
- Design and deliver group Emotional Intelligence development sessions.
- Improve the self-awareness and understanding of how they impact on others. They can flex their behaviour to better fit with different people and situations. They are more behaviourally agile and can influence others more effectively
- Able to challenge others more effectively, have greater confidence to speak up and present their thoughts and opinions, and to encourage this behaviour in others
- Ability to help others think, feel and act more effectively in the workplace enhancing their decisions, behaviour and performance.

**Duration**

4 days

**Certificate**

GENOS Certified Emotional Intelligence Assessment and Development Associate

**Certification Body**

GENOS International Emotional Intelligence

**Course Outline**

Before the course, participants complete their own Genos 180° Emotionally Intelligent Workplace Behaviour Feedback Assessment. They are professionally debriefed by a Genos Certified Coach and a personal development plan is created. This personalises the learning for the participant.

Participants then attend four separate days of face-to-face learning that involves Presentations, Experiential Activities, Small and Large Group Discussions, Practical Application Exercises and Role Plays.

**Day 1**

- The neuroscience of emotions and how emotions are link to employee decisions, behaviour and performance
- The science of emotional intelligence and the specific competencies of emotional intelligence.
- Link emotional intelligence competencies to different company competency models, outcomes and values

As a result of this day participants can consult to organisations on the benefits of improving the social and emotional intelligence of employees. Participants can also present on, and run activities that help others learn about emotional intelligence.

**Day 2**

- Emotional intelligence assessments
- Interpreting Assessment Results
- Debrief emotional intelligence assessment results in one-on-one coaching and group workshops, and helping individuals and teams create development action plans to enhance emotional intelligence based on assessment results

As a result of day 2, participants can assess the emotional intelligence of employees and report to stakeholders on levels of emotional intelligence amongst a workforce. Participants can also debrief individual and group emotional intelligence assessment reports and help people develop a coherent action plan to improve their emotional intelligence.

**Day 3**

- Tools and techniques for improving self-awareness and the impact you have on others
- Tools and techniques for improving awareness of others and adjusting your style to best fit with the person and situation you are in.
- Tools and techniques for improving resilience and well-being

As a result of Day 3, participants improve their self-awareness and understanding of how they impact on others. They can flex their behaviour to better fit with different people and situations. They are more behaviourally agile and can influence others more effectively. Participants can also manage their emotions more effectively, bounce back from negative events and cope more effectively with high work demands and pressure.

Day 4.

- Tools and techniques for improving your capacity to facilitate difficult conversations, generate robust open debate and encourage others to put forward their thoughts, feelings and ideas
- Tools and techniques for positively influencing the thinking and behaviour of others

As a result of Day 4 participants can challenge others more effectively, have greater confidence to speak up and present their thoughts and opinions, and to encourage this behaviour in others. Participants can also help others think, feel and act more effectively in the workplace enhancing their decisions, behaviour and performance

### **Course Exam and Certification Certificate**

To successfully pass this course and earn the Certification Certificate from Genos International participants need to complete a course exam. This involves completing an emotional intelligence assessment results interpretation and debrief session with a Genos Master Trainer where participants need to successfully help the subject develop a coherent personal action plan to address assessment results. The Genos Master Trainer acts as the subject in the exam