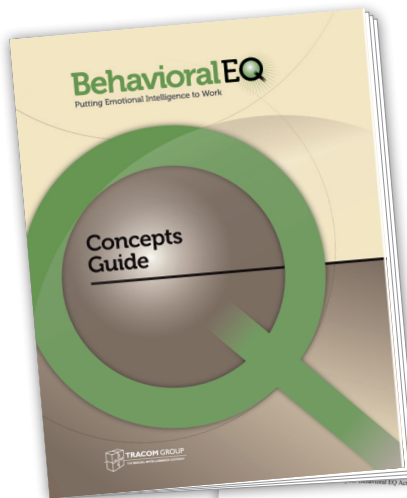


BehavioralEQ

Putting Emotional Intelligence to Work™

EQ Course with Self-Assessment



Audience: Individual Learner

Type: Course

Use: Learn the fundamentals of Emotional Intelligence and how to improve performance with EQ



Emotional Intelligence Improves Individual and Organizational Performance

Research has shown that Emotional Intelligence (EQ) improves performance in sales, leadership and recruiting. Just as important – EQ can be learned and developed. TRACOM's Behavioral EQ™ program is a new and unique approach that shows how your behaviors can be used to put EQ into action. It turns an interesting concept into a powerful workplace advantage.

TRACOM's Behavioral EQ course includes:

- The most critical elements of EQ that impact effectiveness
- A measurement of your own EQ
- Strategies and techniques for using behavior to improve EQ
- Lessons for applying EQ at work – including leadership, sales, and teams

Behavioral EQ is offered in either 2.5 hour or 4 hour versions with exercises to improve the learner's ability to apply EQ concepts. All courses include the Self-Assessment Questionnaire.

Why Does Emotional Intelligence Matter?

Emotional Intelligence is a concept focused on how effectively people work with others. These Emotional Intelligence skills are unique from a person's technical skills and cognitive abilities. Multiple studies have shown that Emotional Intelligence competencies account for the difference between star performers and average performers, particularly in positions of leadership.

1. An insurance company found the average policy sold by one group of agents is \$54K, while another group sold policies with an average of \$114K.¹
2. The U.S. Air Force increased its ability to successfully predict recruiter success by three-fold and reduced recruiting expense by \$3 million.¹
3. A study of more than 500 executive search candidates identified emotional competence as a significantly better predictor of placement success than intelligence or prior experience. Findings were consistent in all countries and cultures.¹

Emotional Intelligence was the variable in each of these examples. In recent years, interest in Emotional Intelligence (EQ) has grown as research has shown its impact on a variety of business measures.

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Administrative Tools for Teaching Behavioral EQ

TRACOM provides all the resources needed to facilitate a Behavioral EQ course. The **Behavioral EQ Admin Kit** is available for purchase separately. It includes background on TRACOM's EQ Model, Timed Course Outlines, Presentation Charts and classroom exercises. This enables facilitators to easily lead a productive course.

Other TRACOM Resources

The TRACOM Group has been improving individual and organizational performance for 50 years. TRACOM's SOCIAL STYLE™ is the world's best-known interpersonal skills model. It's been used by thousands of organizations and millions of people.

The SOCIAL STYLE Model explains the four unique behavioral preferences that all people show and teaches how to build productive working relationships with anyone. With assessments and programs for managers, sales professionals and individuals, SOCIAL STYLE is the best way to boost productivity in the workplace.

Visit www.socialstyle.com for more information.

Behavioral EQ Course Outline

Introduction

Emotions, Behavior, and the Brain
Behavior – The Key Component to EQ
The Importance Behavioral EQ

The TRACOM Behavioral EQ Model™

Emotional Intelligence –
Self and Others
Behavioral Intelligence –
Self and Others

Your Behavioral EQ Self-Perception Questionnaire

Improving Your Behavioral EQ

How Accurate is Self-Perception?
How to Improve Your Behavioral EQ
What to Work On: Emotional
Awareness or Behaviors?

Behavioral EQ Action Planner

Sample of a Completed Behavioral EQ
Action Planner
Behavioral EQ Self-Perception
Questionnaire Items
Behavioral EQ Development Activities

¹ Cherniss, Cary. "The Business Case for Emotional Intelligence." 1999.
http://www.eiconsortium.org/reports/business_case_for_ei.html