

## **EMOTIONAL INTELLIGENCE FOR SUPERVISORS – MG2304**

Share characteristics of emotional intelligence and stress the importance of leaders practicing these concepts:

- \* self-awareness
- \* self-regulation
- \* motivation
- \* empathy
- \* social skills

This class will explore the benefit of emotional intelligence for leaders charged with making decisions that have far-reaching operational and interpersonal consequences. After completing this course, participants will understand the importance of:

- \* understanding how their own emotions, strengths, and weaknesses impact decisions concerning others
- \* managing their own impulses in order to respond appropriately to others
- \* developing desires intrinsic to achievement, not driven by material gain or personal recognition
- \* seeking to understand others and details of diverse situations
- \* managing relationships with others to know when to listen, when to lead, and when to use persuasion