

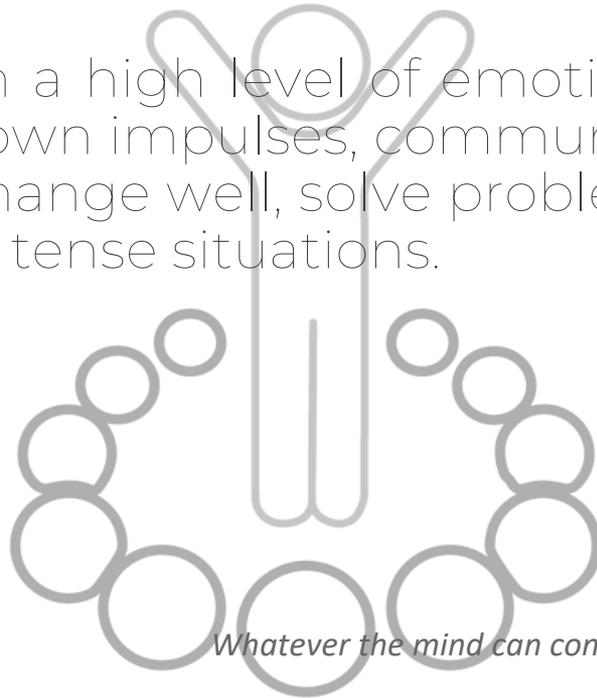
Emotional Intelligence

Training material



Module One: Getting Started

- An employee with a high level of emotional intelligence can control his or her own impulses, communicate effectively with others, manage change well, solve problems and use humour to build rapport in tense situations.



Whatever the mind can conceive and believe, the mind can achieve.

Dr. Napoleon Hill

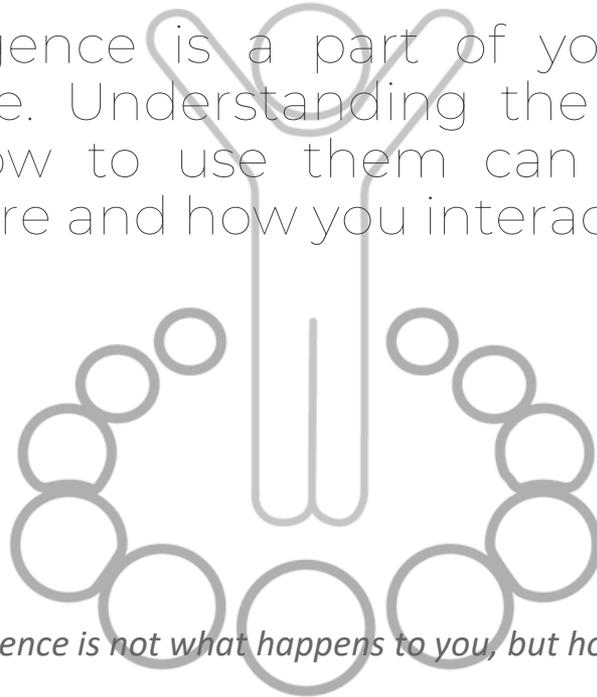
Objectives of the workshop

- Self-management
- Managing emotions
- Better communication
- benefits of emotional intelligence
- Linking emotional intelligence to the workplace
- Balancing optimism and pessimism



Module two: What is emotional intelligence?

Emotional Intelligence is a part of you that affects every aspect of your life. Understanding the root causes of your emotions and how to use them can help you effectively identify who you are and how you interact with others.

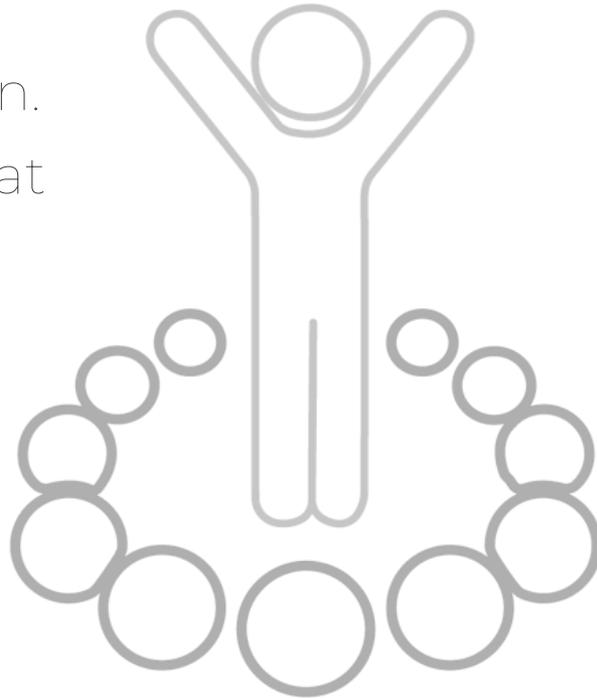


Experience is not what happens to you, but how you interpret what happens to you.

Aldous Huxley

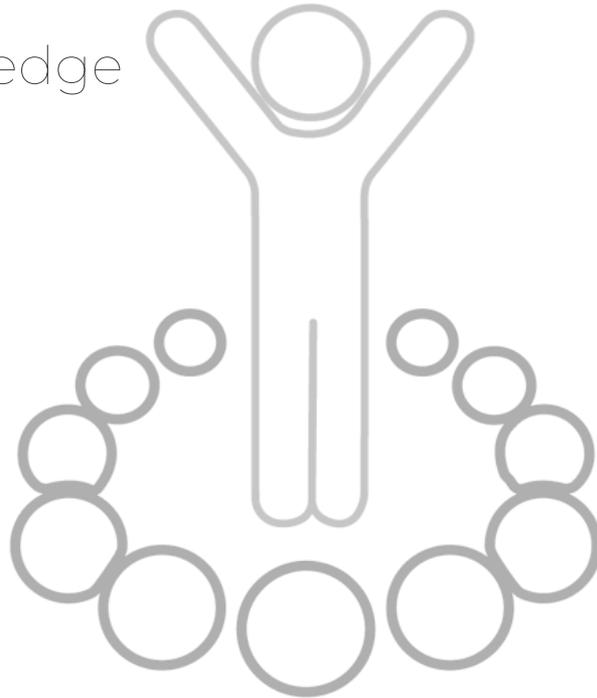
Self-management

- Be consistent
- Accountability
- Stick to the plan.
- Find out more at
- Keep fit



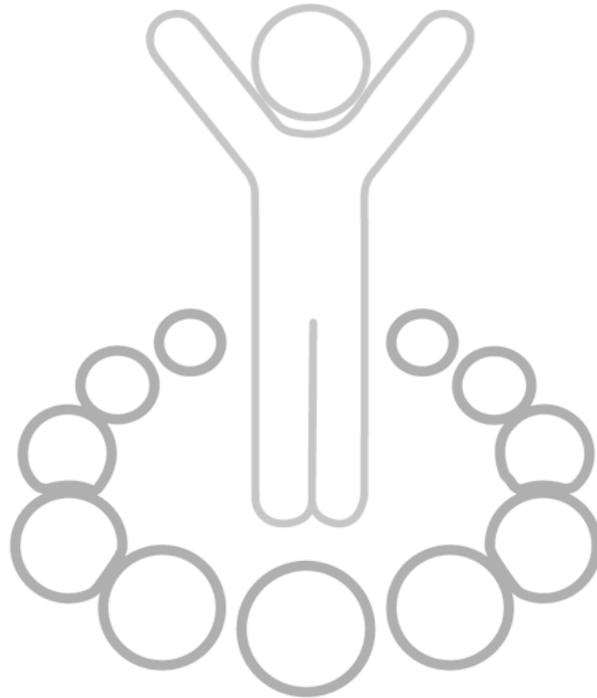
Self-awareness

- Their ability to see each other's skills and expertise
- Trust
- Skills and knowledge



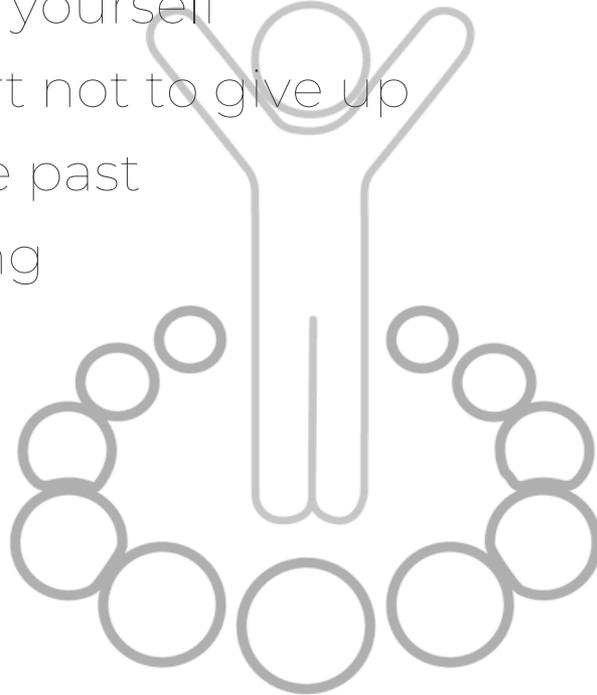
Self-regulation

- Good pressure
- Bad pressure
- No pressure



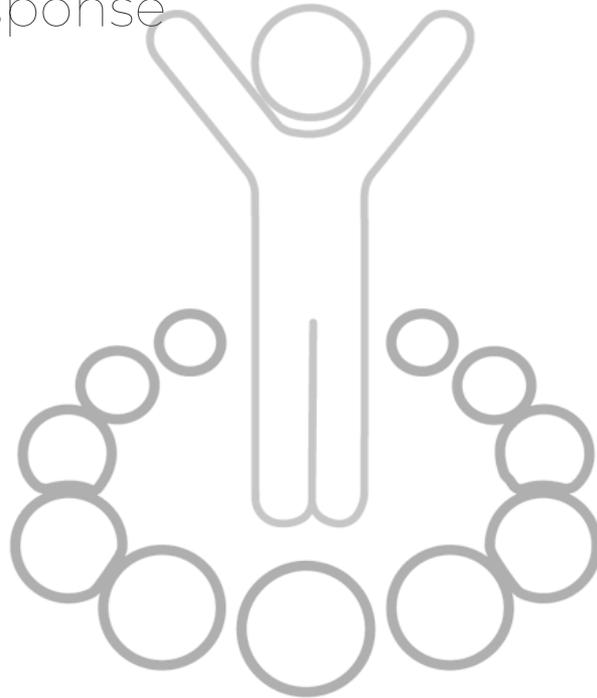
Self-motivation

- Working for a cause
- Don't compare yourself
- Conscious effort not to give up
- Don't live in the past
- Positive thinking



Empathy

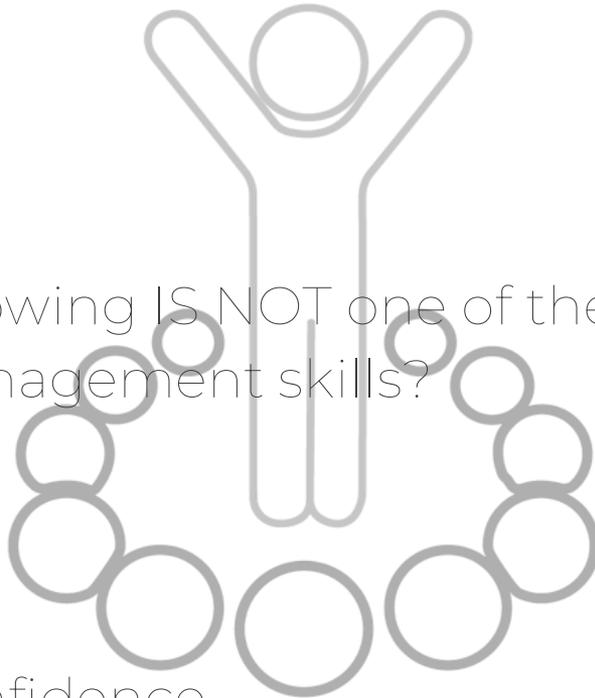
- Sharing feelings
- An effective response
- Mental shoes



Module two: Review questions

- 1) Emotional intelligence is a new branch of:
 - a) Sociology
 - b) Psychology
 - c) Psychiatry
 - d) Anthropology

- 2) Which of the following IS NOT one of the key elements that enhance self-management skills?
 - a) Education
 - b) Consistency
 - c) Keeping fit
 - d) Practising self-confidence



Module two: Review questions

- 3) Self-awareness is an ability to perceive yourself:
- a) Knowledge, skills, responsibilities, values
 - b) Shortcomings, responsibilities and tasks
 - c) Unique perfection
 - d) Defects and imperfections
- 4) What causes a lack of self-awareness in your working life?
- a) You work slowly
 - b) Argues with a colleague
 - c) You don't realise what you are worth in the company.
 - d) You feel you have to obey everyone and do everything.

Module two: Review questions

5) Self-regulation is also known as:

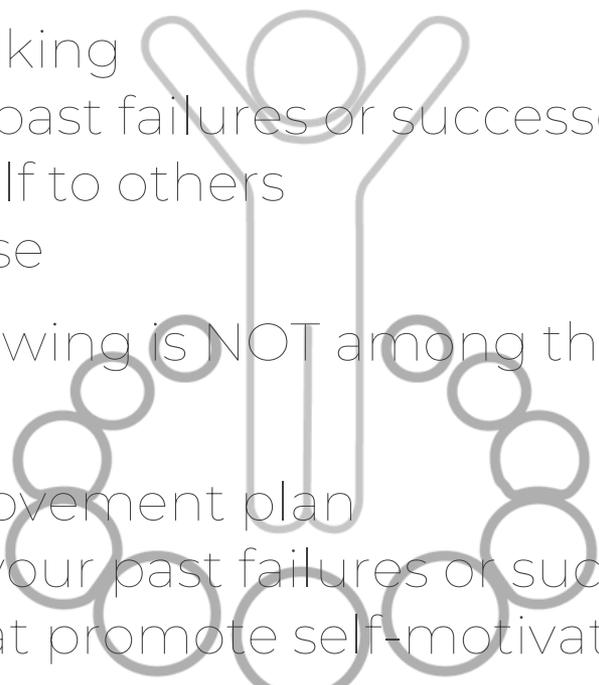
- a) Self-esteem
- b) Self-awareness
- c) Self-confidence
- d) Self-monitoring

6) Good pressure is the result of:

- a) Non-aggressive but critical environment
- b) Aggressive, but not critical or harmful environment
- c) Aggressive, critical and disruptive environment
- d) Aggressive and critical emotions



Module two: Review questions

- 7) Which of the following is NOT good advice for promoting self-motivation?
- a) Using positive thinking
 - b) Don't live off your past failures or successes.
 - c) Comparing yourself to others
 - d) Working for a cause
- 8) Which of the following is NOT among the best motivators for self-motivation?
- a) Writing your improvement plan
 - b) Stop dwelling on your past failures or successes.
 - c) Reading books that promote self-motivation
 - d) Think briefly about your past successes
- 
- A faint, light gray illustration of a person with their arms raised in a 'V' shape, standing on a base of several circles, serving as a background for the text.

Module two: Review questions

9) What is empathy?

- a) Sharing the feelings of others
- b) Expressing your own feelings
- c) Imposing their feelings on others
- d) Repressing your feelings

10) Alvin Goldman's definition of empathy states that empathy is the ability of a person to put themselves in the mental place of another:

- a) Skin
- b) Coat
- c) Shoes
- d) Pathways



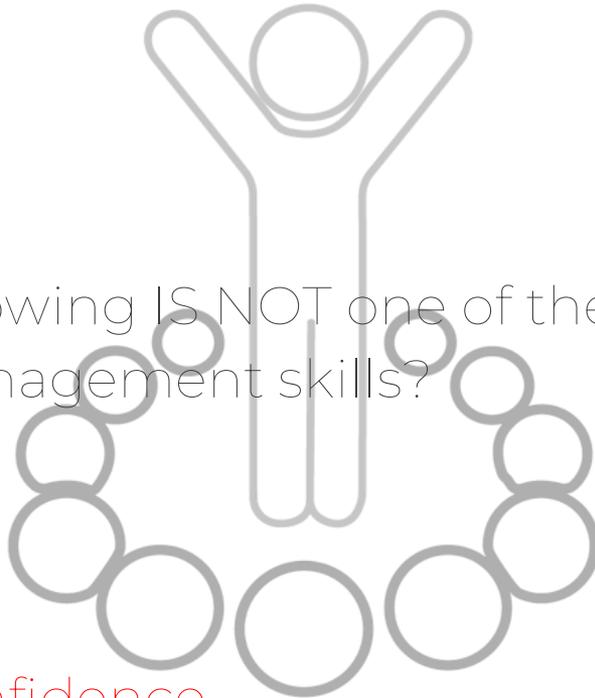
Module two: Review questions

1) Emotional intelligence is a new branch of:

- a) Sociology
- b) Psychology
- c) Psychiatry
- d) Anthropology

2) Which of the following IS NOT one of the key elements that enhance self-management skills?

- a) Education
- b) Consistency
- c) Keeping fit
- d) Practising self-confidence



Module two: Review questions

- 3) Self-awareness is an ability to perceive yourself:
- a) Knowledge, skills, responsibilities, values
 - b) Shortcomings, responsibilities and tasks
 - c) Unique perfection
 - d) Defects and imperfections
- 4) What causes a lack of self-awareness in your working life?
- a) You work slowly
 - b) Argues with a colleague
 - c) You don't realise what you are worth in the company.
 - d) You feel you have to obey everyone and do everything.

Module two: Review questions

5) Self-regulation is also known as:

- a) Self-esteem
- b) Self-awareness
- c) Self-confidence
- d) **Self-monitoring**

6) Good pressure is the result of:

- a) Non-aggressive but critical environment
- b) **Aggressive, but not critical or harmful environment**
- c) Aggressive, critical and disruptive environment
- d) Aggressive and critical emotions



Module two: Review questions

- 7) Which of the following is NOT good advice for promoting self-motivation?
- a) Using positive thinking
 - b) Don't live off your past failures or successes.
 - c) Comparing yourself to others
 - d) Working for a cause
- 8) Which of the following is NOT among the best motivators for self-motivation?
- a) Writing your improvement plan
 - b) Stop dwelling on your past failures or successes.
 - c) Reading books that promote self-motivation
 - d) Think briefly about your past successes

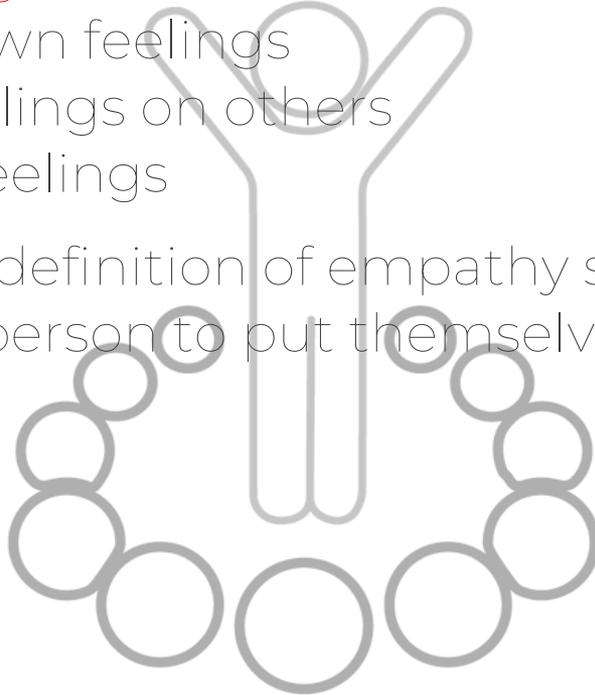
Module two: Review questions

9) What is empathy?

- a) Sharing the feelings of others
- b) Expressing your own feelings
- c) Imposing their feelings on others
- d) Repressing your feelings

10) Alvin Goldman's definition of empathy states that empathy is the ability of a person to put themselves in the mental place of another:

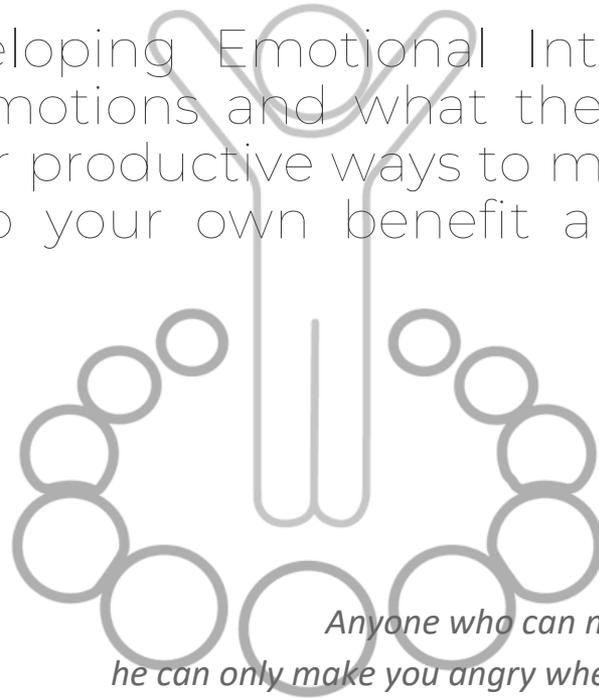
- a) Skin
- b) Coat
- c) Shoes
- d) Pathways



Module Three:

Four skills of emotional intelligence

- Successfully developing Emotional Intelligence starts with understanding emotions and what they mean. From there, you must discover productive ways to manage your emotions and use them to your own benefit and to the benefit of others.



*Anyone who can make you angry becomes your master;
he can only make you angry when you let yourself be annoyed by him.*

Epictetus

How to perceive

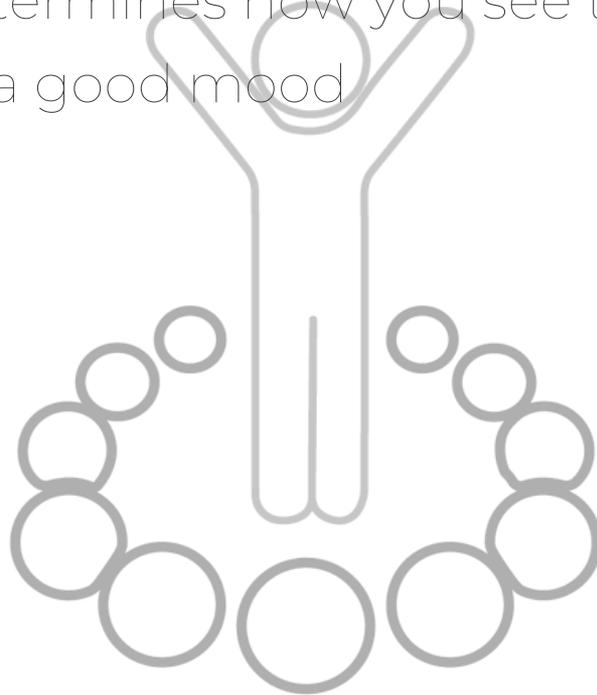
Perceiving emotions

- Words are half the message
- Listen to the tone
- Recognise your emotions
- Focus on the message



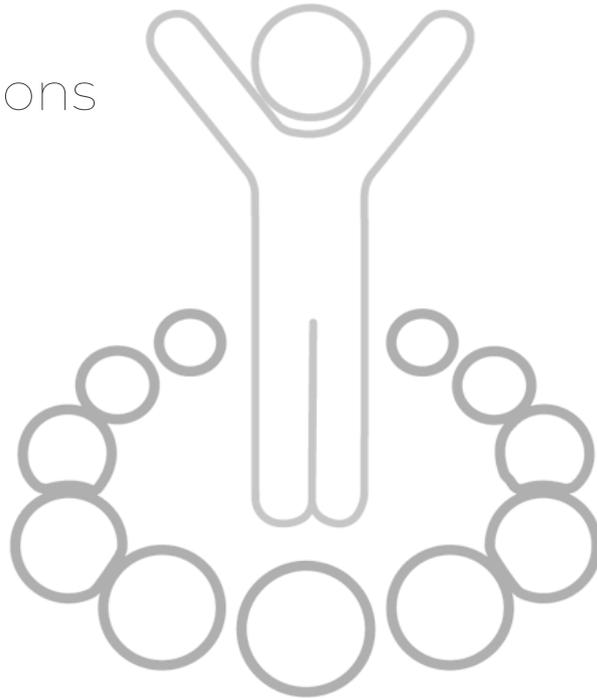
Using emotions to Facilitate thinking

- How you feel determines how you see the situation
- Choose to be in a good mood



Managing emotions

- Conscious task
- Active task
- Use your emotions



Module three: Review questions

1) The words spoken are only _____ of the message.

a) 30%

b) 50%

c) 75%

d) 95%

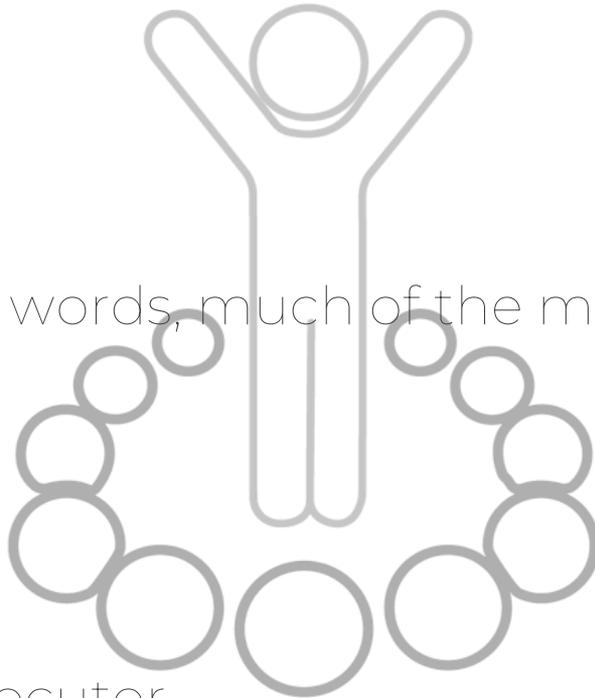
2) In addition to the words, much of the message is defined by the people:

a) Doorbell

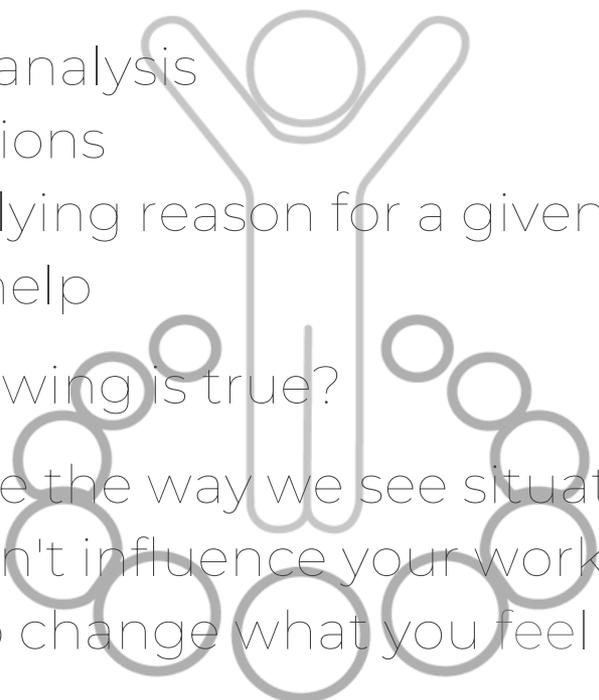
b) Voice volume

c) Excitement

d) Mood of the interlocutor



Module three: Review questions

- 3) What is most important in understanding their emotional meanings?
- a) Ongoing detailed analysis
 - b) Neutralising emotions
 - c) Finding the underlying reason for a given emotion
 - d) Ask an expert for help
- 4) Which of the following is true?
- a) Feelings determine the way we see situations.
 - b) How you feel doesn't influence your work that much.
 - c) It is very difficult to change what you feel
 - d) None of the above
- 
- A faint, grey line-art illustration is centered on the page. It depicts a person with their arms raised in a 'V' shape, standing above a group of several smaller, stylized human figures. The overall composition suggests themes of leadership, community, or social interaction.

Module three: Review questions

- 5) Why is it important to manage emotions?
- a) Because you want to avoid embarrassment
 - b) Because you don't want to allow your emotions to use you to create a useless result.
 - c) Because you don't want to be vulnerable at work
 - d) Why showing unwanted emotions at work is unprofessional
- 6) When it comes to decisions, emotions:
- a) They have nothing to do with each other
 - b) Always play the key role
 - c) They always distract you from choosing the right one
 - d) It can help you make the right decisions

Module three: Review questions

1) The words spoken are only _____ of the message.

a) 30%

b) 50%

c) 75%

d) 95%

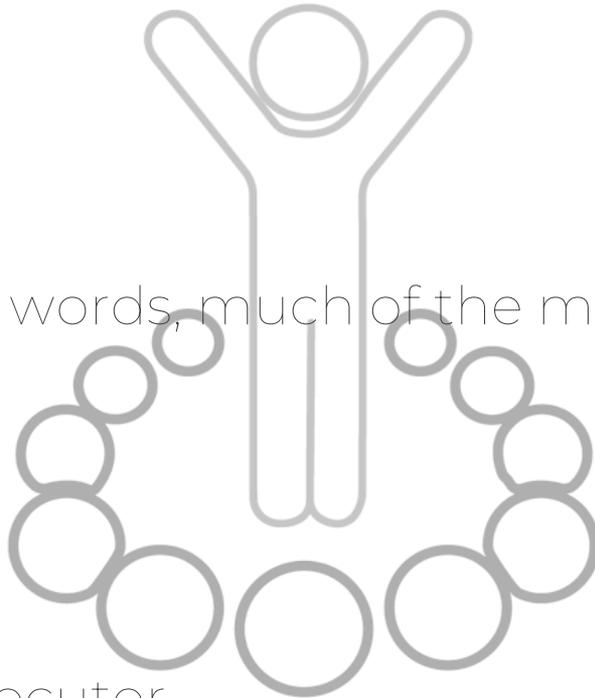
2) In addition to the words, much of the message is defined by the people:

a) Doorbell

b) Voice volume

c) Excitement

d) Mood of the interlocutor



Module three: Review questions

- 3) What is most important in understanding their emotional meanings?
- a) Ongoing detailed analysis
 - b) Neutralising emotions
 - c) Finding the underlying reason for a given emotion
 - d) Ask an expert for help
- 4) Which of the following is true?
- a) Feelings determine the way we see situations.
 - b) How you feel doesn't influence your work that much.
 - c) It is very difficult to change what you feel
 - d) None of the above

Module three: Review questions

- 5) Why is it important to manage emotions?
- a) Because you want to avoid embarrassment
 - b) Because you don't want to allow your emotions to use you to create a useless result.
 - c) Because you don't want to be vulnerable at work
 - d) Why showing unwanted emotions at work is unprofessional
- 6) When it comes to decisions, emotions:
- a) They have nothing to do with each other
 - b) Always play the key role
 - c) They always distract you from choosing the right one
 - d) It can help you make the right decisions

Module four:

Verbal communication skills

Good verbal communication skills are important in all facets of life. Without it, it can be difficult to convey a personal point of view, articulate needs and desires, or even compete in the business world. There are many factors that contribute to strong communication skills.

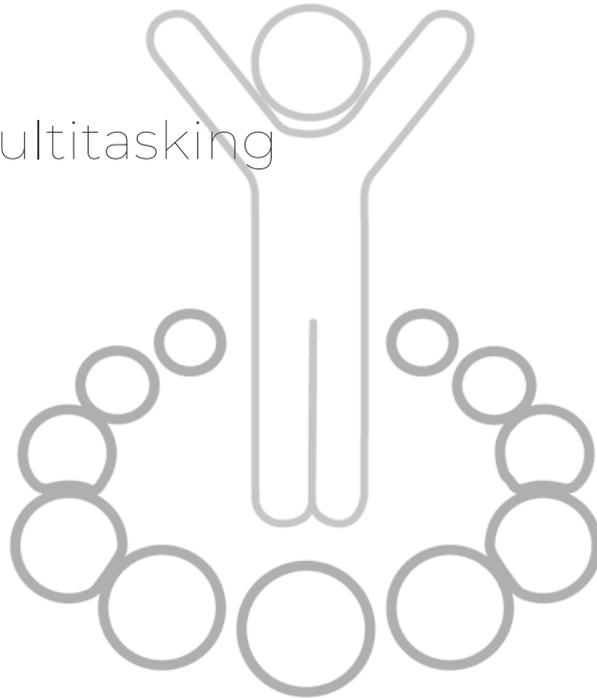
A large, faint, stylized human figure is centered on the page. It is composed of simple lines and circles, with a central vertical line for the torso and two curved lines for the arms. The figure is rendered in a light gray color.

The greatest skill in business is getting along with others and influencing their actions.

John Hancock

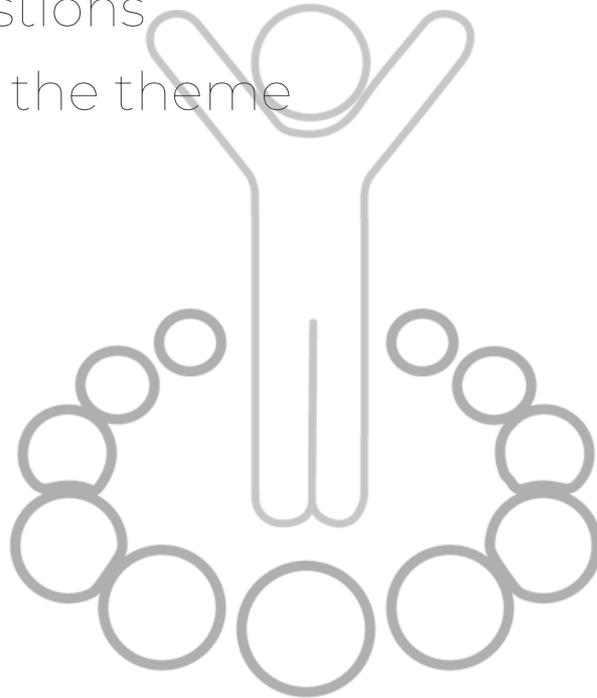
Listening carefully

- It is a skill
- Conscious effort
- The listener is multitasking



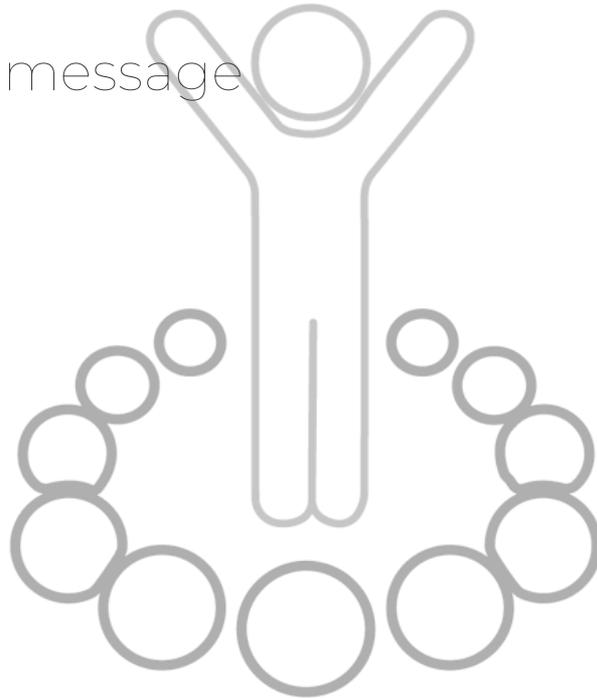
Asking questions

- It goes hand in hand with attentive listening
- Inquisitive questions
- Relate them to the theme



Communicate with Flexibility and authenticity

- Honest
- Establish a clear message
- Do not sweeten



Module Four: Review Questions

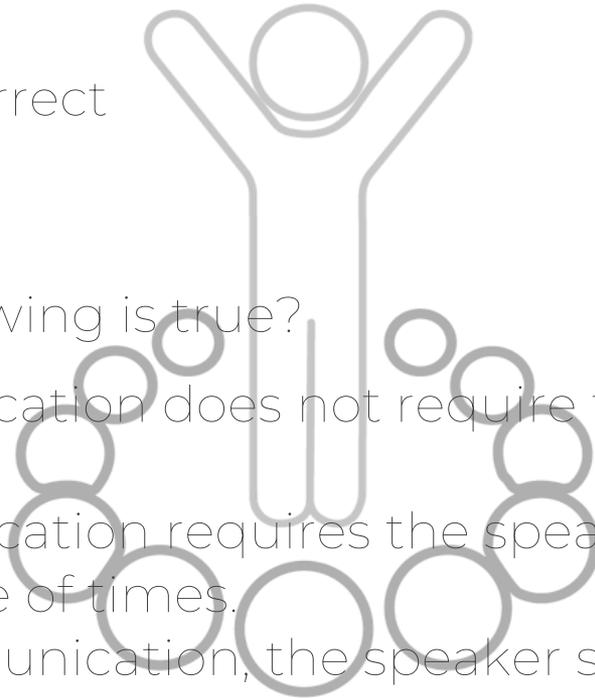
- 1) Listening carefully is something that:
 - a) To have or not to have is innate and cannot be changed.
 - b) It can be practised like any other skill
 - c) Can successfully lead while doing other things
 - d) Can improve by a negligible percentage
- 2) When one person does not listen to another, it is:
 - a) It is usually possible to hide it
 - b) It is often painfully obvious
 - c) Not usually a big problem
 - d) Always a big problem

Module Four: Review Questions

- 3) Which of the following is true?
- a) Asking questions goes hand in hand with listening carefully.
 - b) Asking questions is often considered impolite
 - c) Asking questions counts as a distraction from concentrated listening.
 - d) Asking questions can cover up the fact that you are not concentrating on listening.
- 4) As long as you are concentrating on listening, you should:
- a) Ask as many questions as you can to let your interlocutor know that you care.
 - b) Refrain from asking questions so as not to lose concentration.
 - c) Ask only questions related to the conversation
 - d) Ask whatever you want, there are no rules

Module Four: Review Questions

- 5) What is the most important thing when you talk to someone else?
- a) Being polite
 - b) Being politically correct
 - c) Being a diplomat
 - d) Being honest
- 6) Which of the following is true?
- a) Effective communication does not require the interlocutor to repeat what is said.
 - b) Effective communication requires the speaker to repeat what he or she says a couple of times.
 - c) For effective communication, the speaker should repeat what he or she says up to five times.
 - d) Effective communication requires the speaker to continually repeat what is said.



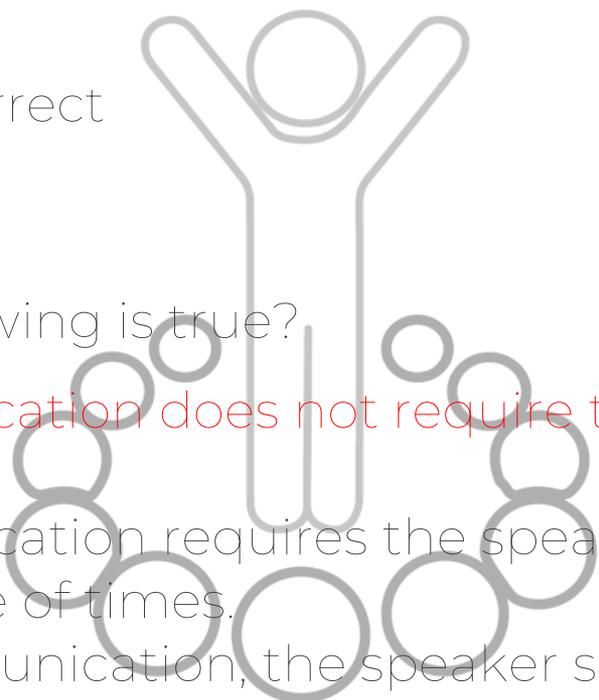
Module Four: Review Questions

- 1) Listening carefully is something that:
 - a) To have or not to have is innate and cannot be changed.
 - b) It can be practised like any other skill
 - c) Can successfully lead while doing other things
 - d) Can improve by a negligible percentage
- 2) When one person does not listen to another, it is:
 - a) It is usually possible to hide it
 - b) It is often painfully obvious
 - c) Not usually a big problem
 - d) Always a big problem

Module Four: Review Questions

- 3) Which of the following is true?
- a) Asking questions goes hand in hand with listening carefully.
 - b) Asking questions is often considered impolite
 - c) Asking questions counts as a distraction from concentrated listening.
 - d) Asking questions can cover up the fact that you are not concentrating on listening.
- 4) As long as you are concentrating on listening, you should:
- a) Ask as many questions as you can to let your interlocutor know that you care.
 - b) Refrain from asking questions so as not to lose concentration.
 - c) Ask only questions related to the conversation
 - d) Ask whatever you want, there are no rules

Module Four: Review Questions

- 5) What is the most important thing when you talk to someone else?
- a) Being polite
 - b) Being politically correct
 - c) Being a diplomat
 - d) **Being honest**
- 6) Which of the following is true?
- a) **Effective communication does not require the interlocutor to repeat what is said.**
 - b) Effective communication requires the speaker to repeat what he or she says a couple of times.
 - c) For effective communication, the speaker should repeat what he or she says up to five times.
 - d) Effective communication requires the speaker to continually repeat what is said.
- 
- A large, light gray outline of a human figure with arms raised, standing on a base of several circles, is centered in the background of the slide.

Module five:

Non-verbal communication skills

- There is more to communication than just the words that are spoken or the message that is conveyed. There are also non-verbal signals that we all use in everyday conversations. Being aware of the signals you send to others through body language and the way you speak can make you understand what you mean much more quickly than with words alone.

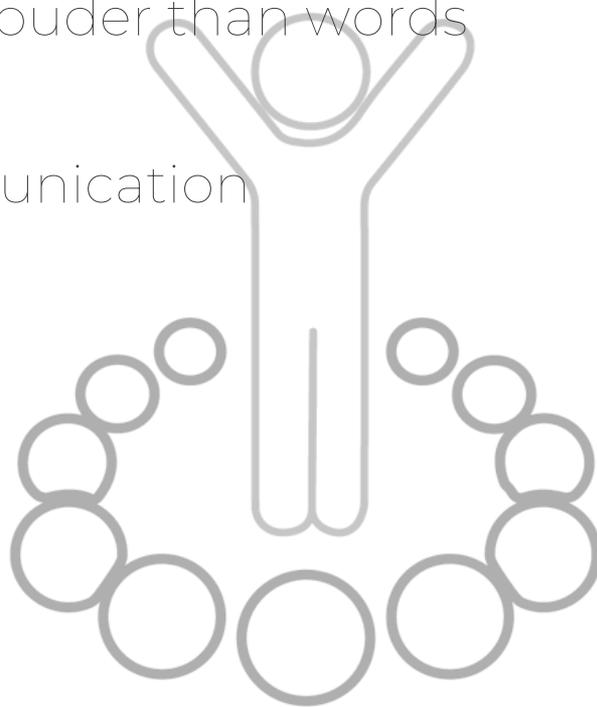


I speak two languages, Body and English.

Mae West

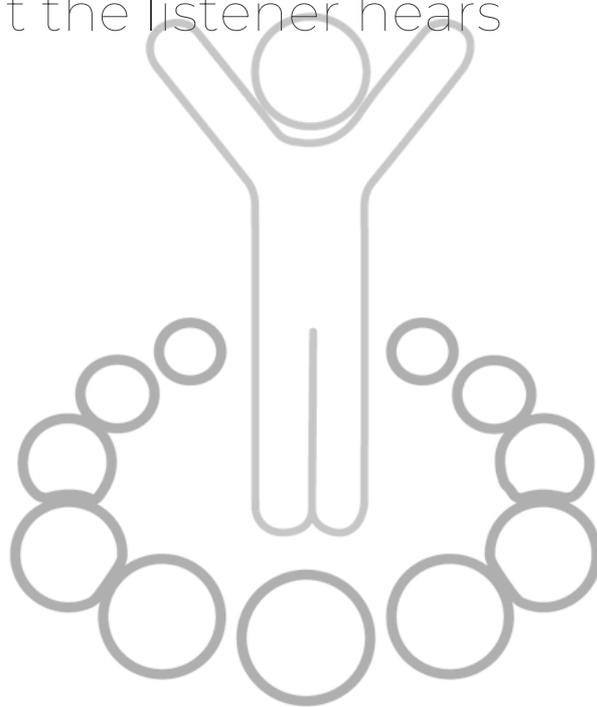
Body language

- Being aware of this
- Actions speak louder than words
- Valuable skill
- Form of communication



It's not what you say, it's how you say it

- Determines what the listener hears
- Emotions
- Tone
- Body language
- Pitch



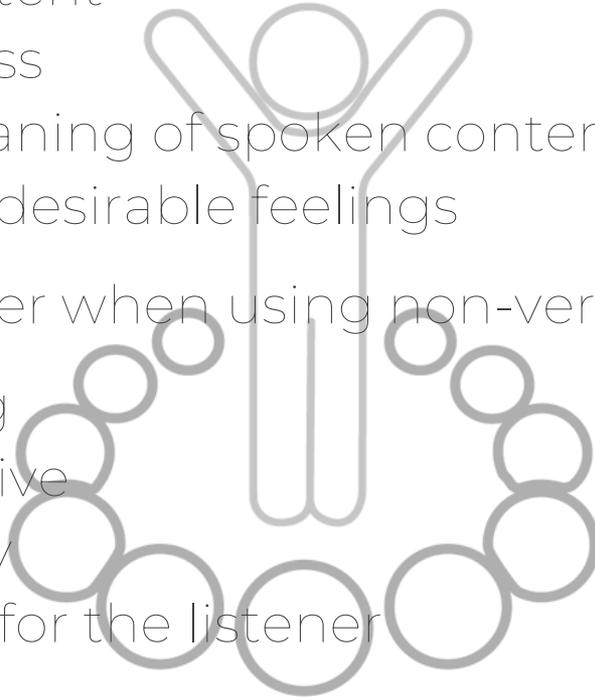
Module Five: Review Questions

- 1) The use of body language can have:
 - a) Only positive effects
 - b) Only negative effects
 - c) Positive and negative effects
 - d) Mostly undetermined effects
- 2) If you congratulate someone with a frown on your face, you will probably look like one:
 - a) Sincere, for your words
 - b) Unhappy, by body language
 - c) Depends on the tone of your voice
 - d) It cannot be determined with certainty



Module Five: Review Questions

- 3) Sending non-verbal signals is a good way to:
- a) Reinforce oral content
 - b) Hiding nervousness
 - c) Changing the meaning of spoken content
 - d) Avoid showing undesirable feelings
- 4) What is the danger when using non-verbal language?
- a) Can be misleading
 - b) Often not persuasive
 - c) Waste your energy
 - d) Can be confusing for the listener



Module Five: Review Questions

- 5) Which of the following is true?
- a) The way something is said can be the factor that determines what the listener hears.
 - b) How something is said is an important factor, but it is never crucial to what the listener hears.
 - c) How you say something is not so important
 - d) None of the above
- 6) As for how to say something, you don't have to think about you:
- a) Pitch
 - b) Tone of voice
 - c) Voice type
 - d) Speaking speed
- 
- A large, faint watermark in the center of the page depicts a hand with fingers spread, holding a brain. The hand and brain are rendered in a simple, outline style.

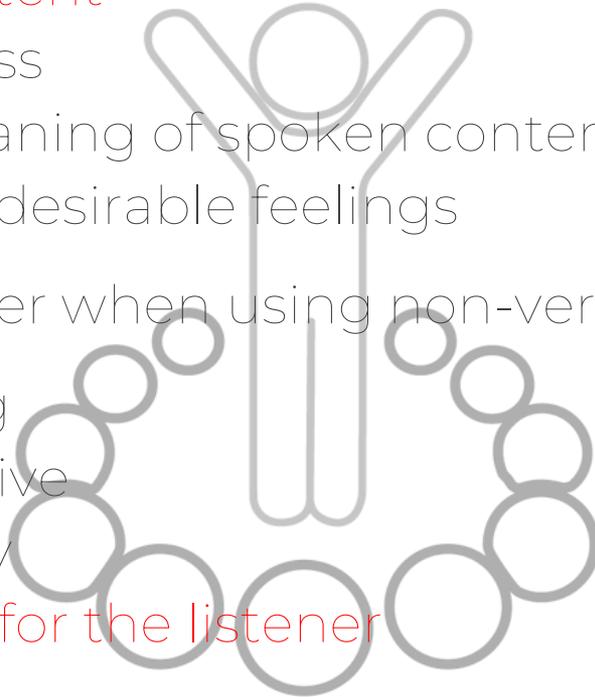
Module Five: Review Questions

- 1) The use of body language can have:
 - a) Only positive effects
 - b) Only negative effects
 - c) Positive and negative effects
 - d) Mostly undetermined effects
- 2) If you congratulate someone with a frown on your face, you will probably look like one:
 - a) Sincere, for your words
 - b) Unhappy, by body language
 - c) Depends on the tone of your voice
 - d) It cannot be determined with certainty



Module Five: Review Questions

- 3) Sending non-verbal signals is a good way to:
- a) Reinforce oral content
 - b) Hiding nervousness
 - c) Changing the meaning of spoken content
 - d) Avoid showing undesirable feelings
- 4) What is the danger when using non-verbal language?
- a) Can be misleading
 - b) Often not persuasive
 - c) Waste your energy
 - d) Can be confusing for the listener



Module Five: Review Questions

- 5) Which of the following is true?
- a) The way something is said can be the determining factor in what the listener hears.
 - b) How something is said is an important factor, but it is never crucial to what the listener hears.
 - c) How you say something is not so important
 - d) None of the above
- 6) As for how to say something, you don't have to think about you:
- a) Pitch
 - b) Tone of voice
 - c) Voice type
 - d) Speaking speed
- 
- A large, faint, stylized outline of a human figure with arms raised, positioned behind the text. The figure's head is replaced by a brain-like shape composed of several circles.

Module Six: Social management and accountability

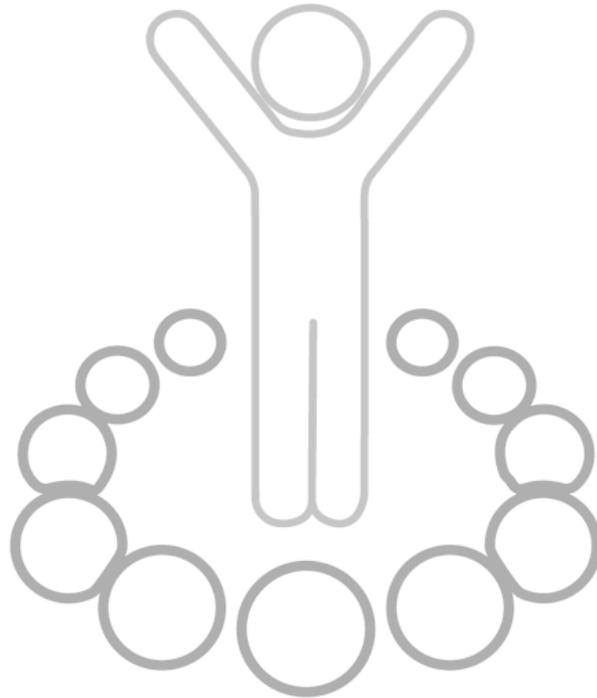
- The terms social management and social responsibility refer to the involvement of a group or organisation in environmental, ethical and social issues outside the organisation itself.

The greatest reward is knowing that one can speak and utter sounds and words that describe things, events and emotions.

articulate sounds and utter words that describe things, events and emotions.

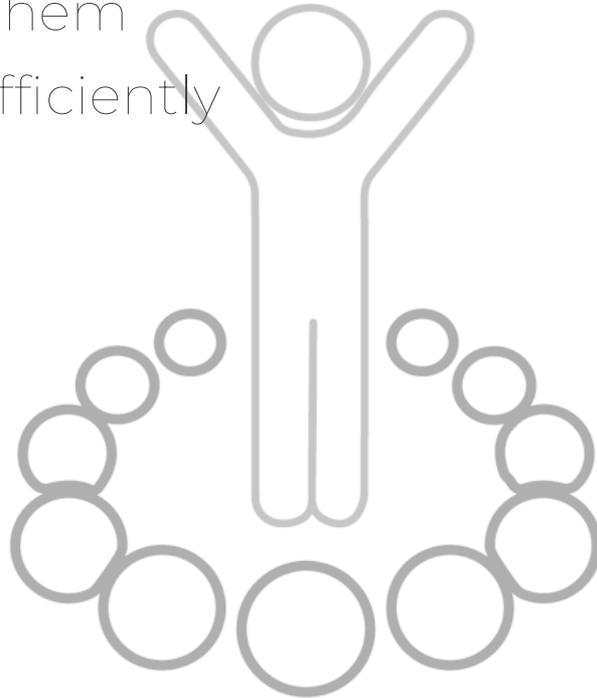
Camilo José Cela

Benefits of emotional intelligence



Articulating emotions Using language

- Emotions will never go away
- Understanding them
- Effectively and efficiently



Module Six: Review Questions

- 1) The terms social management and social responsibility do NOT refer to the involvement of a group or organisation in:
 - a) Environmental issues outside the organisation
 - b) Financial issues outside the organisation
 - c) Ethical issues outside the organisation
 - d) Social issues outside the organisation
- 2) "Outside the organisation" does NOT refer to:
 - a) At the national level
 - b) Business to business
 - c) The individual development of the organisation's members
 - d) Personal level of the organisation's members

Module Six: Review Questions

- 3) According to Mayer-Salovey's definition, emotional intelligence IS NOT the ability to:
- a) Perceiving emotions
 - b) Understanding emotions and emotional awareness
 - c) Manipulate using emotions
 - d) reflexively regulate emotions
- 4) Which of the following IS NOT one of the key benefits of emotional intelligence?
- a) Health
 - b) Decision-making
 - c) Earning money
 - d) Relations



Module Six: Review Questions

- 5) Which of the following is true?
- a) Emotions are a valid excuse at work
 - b) Emotions need to be suppressed in the workplace
 - c) Emotions are sometimes appropriate for the workplace
 - d) Externalising emotions is not appropriate for the workplace.
- 6) What is the final step in understanding emotions?
- a) Change them
 - b) Delete them
 - c) Sharing them through constructive conversation
 - d) None of the above
- 
- A large, faint, grey outline of a person with arms raised, similar to the logo in the top right, is centered in the background of the slide.

Module Six: Review Questions

- 1) The terms social management and social responsibility do NOT refer to the involvement of a group or organisation in:
 - a) Environmental issues outside the organisation
 - b) Financial issues outside the organisation
 - c) Ethical issues outside the organisation
 - d) Social issues outside the organisation
- 2) "Outside the organisation" does NOT refer to:
 - a) At the national level
 - b) Business to business
 - c) The individual development of the organisation's members
 - d) Personal level of the organisation's members

Module Six: Review Questions

- 3) According to Mayer-Salovey's definition, emotional intelligence IS NOT the ability to:
- a) Perceiving emotions
 - b) Understanding emotions and emotional awareness
 - c) Manipulate using emotions
 - d) Reflective regulation of emotions
- 4) Which of the following IS NOT one of the key benefits of emotional intelligence?
- a) Health
 - b) Decision-making
 - c) Earning money
 - d) Relations



Module Six: Review Questions

- 5) Which of the following is true?
- a) Emotions are a valid excuse at work
 - b) Emotions need to be suppressed in the workplace
 - c) Emotions are sometimes appropriate for the workplace
 - d) Externalising emotions is not appropriate for the workplace.
- 6) What is the final step in understanding emotions?
- a) Change them
 - b) Delete them
 - c) Sharing them through constructive conversation
 - d) None of the above
- 
- A large, faint, grey outline of the TOP SOCIAL POWER logo is centered in the background of the slide.

Module Seven:

Tools to regulate your emotions

- The ability to keep emotions under control requires more than just a willing heart. Understanding a situation through the eyes of another and strengthening self-management and self-awareness skills are tools that can be used in your quest to regulate your emotions.

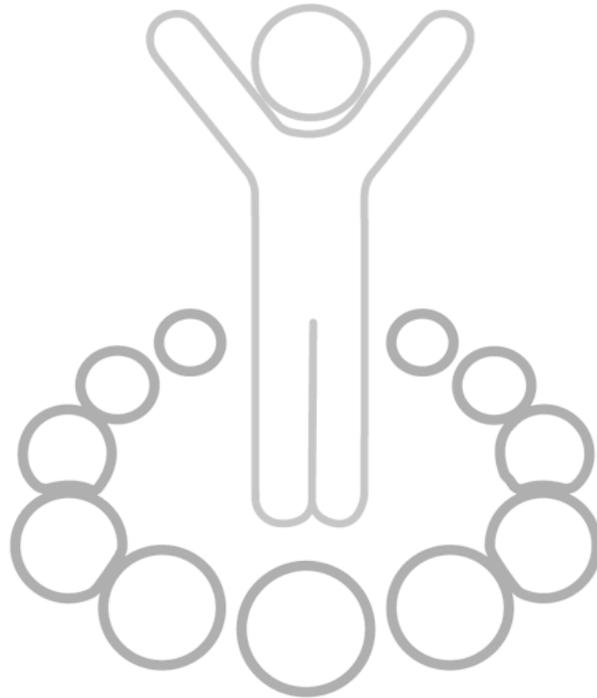


The sign of intelligent people is their ability to control their emotions by control emotions through the application of reason.

Marya Mannes

See the other side

- Ask other people
- Look at yourself
- Valuable tool



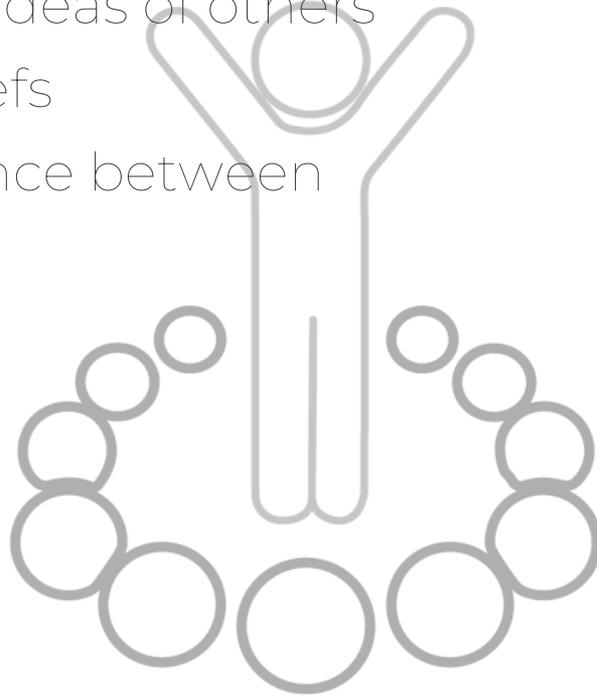
Self-management and Self-awareness

- Balance between arrogance and conscience
- Understand who you are
- Be consistent and accountable



Giving in without giving up

- Commitment
- Accepting the ideas of others
- Keep your beliefs
- Finding a balance between the two

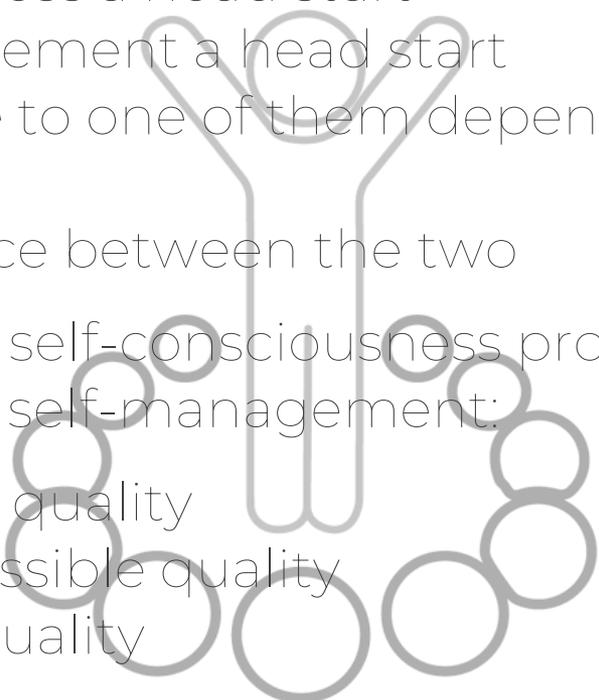


Module Seven: Review Questions

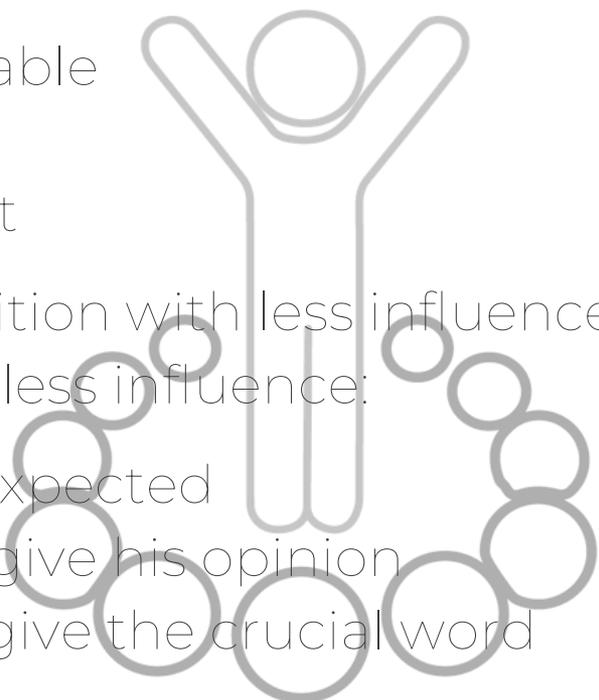
- 1) To "see the other side" is necessary:
 - a) Analyse yourself
 - b) Ask other people to give their opinion about you
 - c) Think of yourself from another angle
 - d) Think about how you might act
- 2) So are your emotions and how you express them:
 - a) Invariably
 - b) The result of how others perceive you
 - c) Your responsibility
 - d) Always determined by the situation



Module Seven: Review Questions

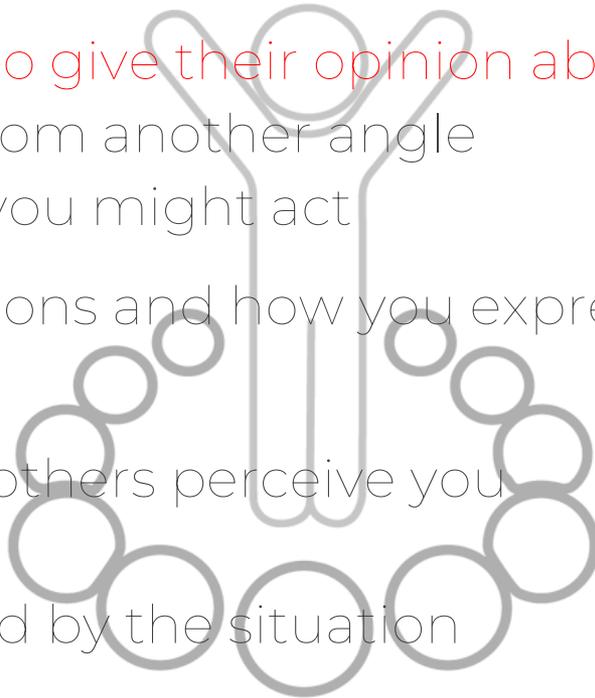
- 3) The strength of self-management and self-knowledge lies in:
- a) Giving self-awareness a head start
 - b) Giving self-management a head start
 - c) Give an advantage to one of them depending on the situation.
 - d) Finding the balance between the two
- 4) When someone's self-consciousness produces the egocentric result, self-management:
- a) It can be a difficult quality
 - b) It may be an impossible quality
 - c) It can be an easy quality
 - d) None of the above
- 
- A large, faint, light gray graphic of a stylized human figure with arms raised, composed of circles, is centered in the background of the slide.

Module Seven: Review Questions

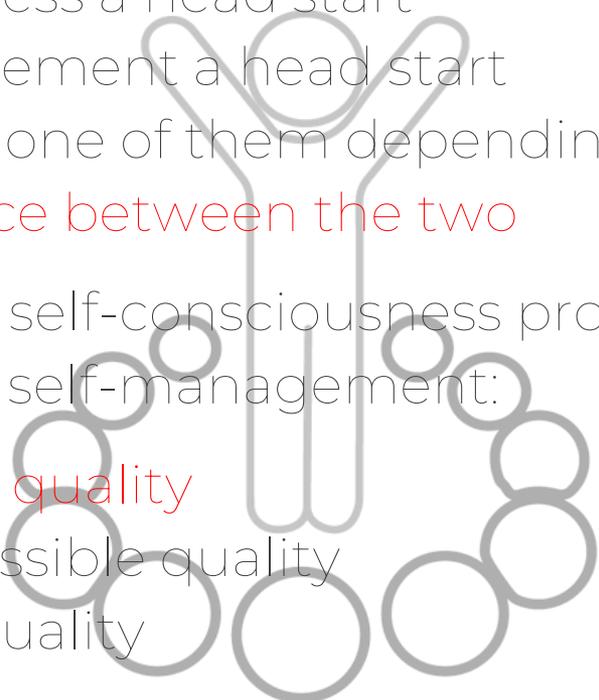
- 5) Commitments in the business world are:
- a) Always avoidable
 - b) Normally unavoidable
 - c) Rarely present
 - d) Constantly present
- 6) If you are in a position with less influence, you are likely to be in a position with less influence:
- a) A compromise is expected
 - b) He is expected to give his opinion
 - c) He is expected to give the crucial word
 - d) There are no rules
- 
- A large, faint, stylized human figure with arms raised, composed of a blue outline and a black dot pattern, positioned in the background of the text.

Module Seven: Review Questions

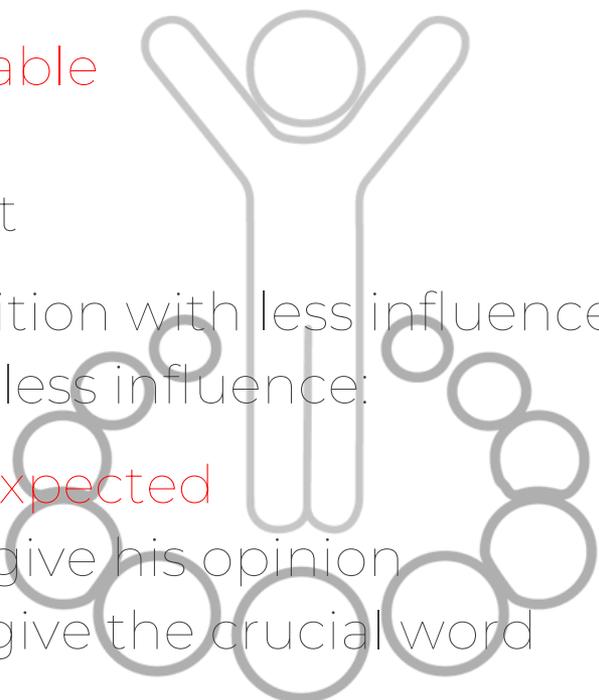
- 1) To "see the other side" is necessary:
 - a) Analyse yourself
 - b) Ask other people to give their opinion about you
 - c) Think of yourself from another angle
 - d) Think about how you might act
- 2) So are your emotions and how you express them:
 - a) Invariably
 - b) The result of how others perceive you
 - c) Your responsibility
 - d) Always determined by the situation



Module Seven: Review Questions

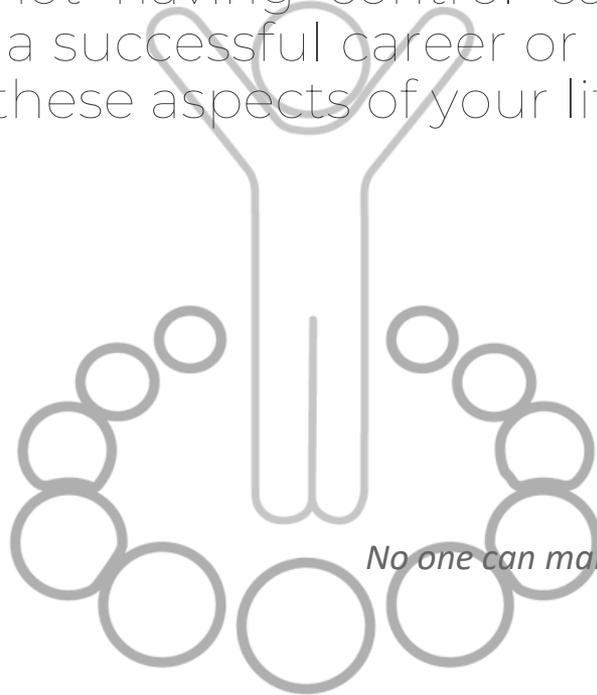
- 3) The strength of self-management and self-knowledge lies in:
- a) Giving self-awareness a head start
 - b) Giving self-management a head start
 - c) Give advantage to one of them depending on the situation.
 - d) Finding the balance between the two
- 4) When someone's self-consciousness produces the egocentric result, self-management:
- a) It can be a difficult quality
 - b) It may be an impossible quality
 - c) It can be an easy quality
 - d) None of the above
- 
- A large, faint, grey outline of a stylized human figure with arms raised, composed of circles, is centered in the background of the slide.

Module Seven: Review Questions

- 5) Commitments in the business world are:
- a) Always avoidable
 - b) Normally unavoidable
 - c) Rarely present
 - d) Constantly present
- 6) If you are in a position with less influence, you are likely to be in a position with less influence:
- a) A compromise is expected
 - b) He is expected to give his opinion
 - c) He is expected to give the crucial word
 - d) There are no rules
- 
- A large, light gray, stylized human figure with arms raised, composed of a simple outline and a dot pattern, is centered in the background of the slide.

Module Eight: Gaining Control

Having control or not having control can be the difference between building a successful career or no career at all. If you have control over these aspects of your life, pat yourself on the back.

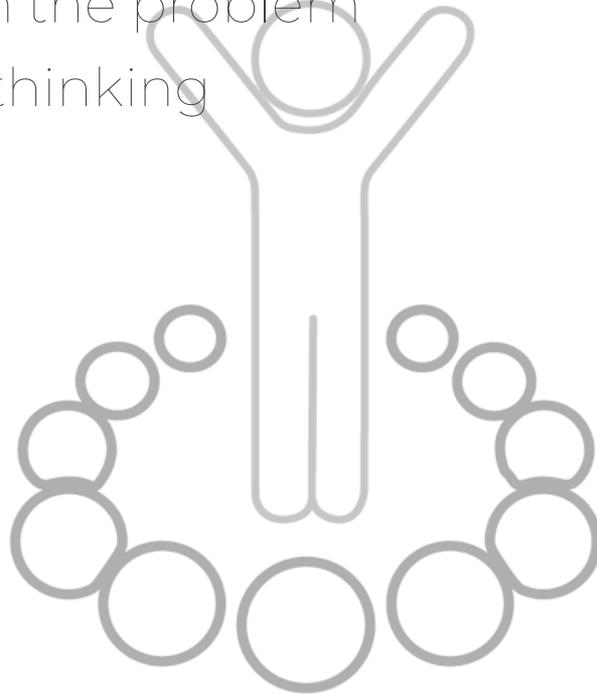


No one can make you feel inferior without your consent.

Eleanor Roosevelt

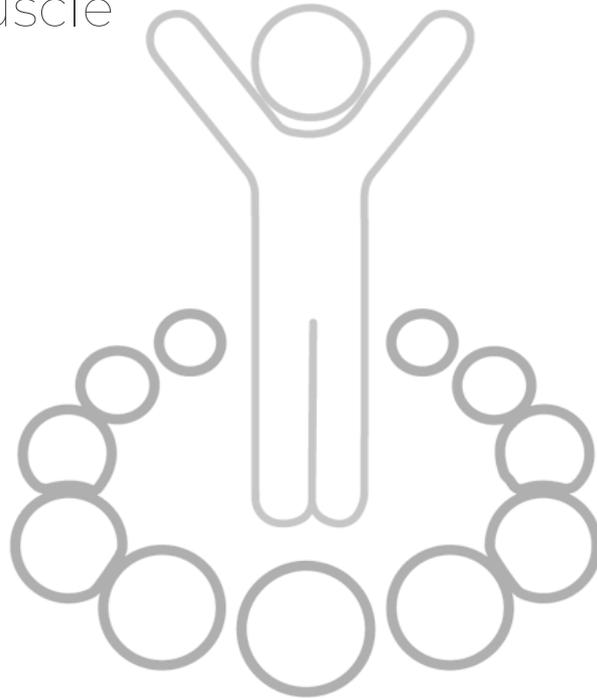
Using coping thoughts

- Take a deep breath
- Step away from the problem
- Using positive thinking



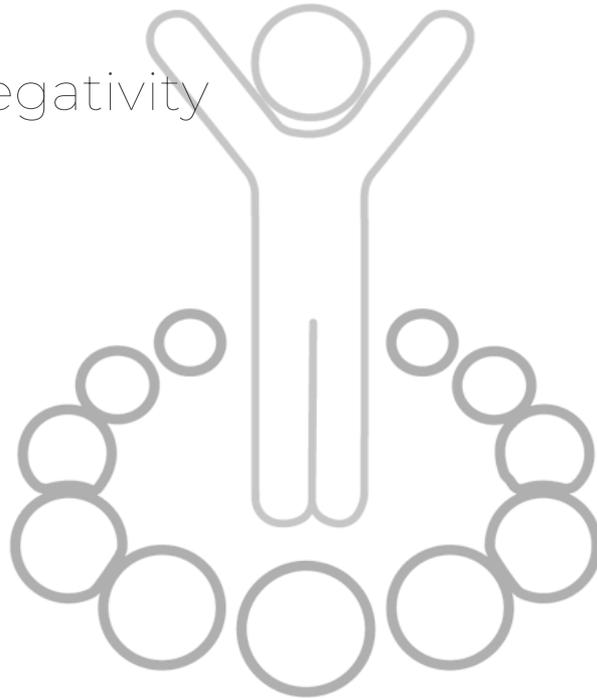
Relaxation techniques

- Autogenic
- Progressive muscle
- Visualisation



Bringing it all together

- Relax
- Take control
- Do not allow negativity



Module Eight: Review Questions

- 1) Which of the following IS NOT one of the tips for dealing with situations:
 - a) Breathing deeply
 - b) Using positive thinking
 - c) Moving away from the problem
 - d) Delaying intervention in such situations
- 2) Which of the following statements IS NOT true?
 - a) The control that a company has over itself is as important as the control that an individual has over himself
 - b) Being in control can be the difference between having a successful career or no career at all.
 - c) Even if the situation requires you to act physically, you have to stay focused on your thoughts.
 - d) All of the above statements are true

Module Eight: Review Questions

- 3) Relaxation techniques do NOT reduce the symptoms of stress:
- a) Increasing confidence in dealing with problems
 - b) Distracting the mind from problems
 - c) Improving concentration
 - d) Reducing muscle tension and chronic pain
- 4) Which of the following IS NOT a common relaxation technique?
- a) Autogenic
 - b) Visualisation
 - c) Heterogenic
 - d) Progressive muscle



Module Eight: Review Questions

- 5) If you master coping with difficult situations, it is:
- a) Relaxation techniques may not be necessary.
 - b) Occasional use of relaxation techniques is necessary.
 - c) Relaxation techniques are still needed
 - d) It is very necessary to apply relaxation techniques
- 6) What is the ultimate goal in dealing with everyday work situations?
- a) Being right
 - b) Avoiding problems
 - c) Avoiding negativity
 - d) Suppressing the problems
- 
- A large, faint, stylized human figure logo is centered on the page. It is composed of simple lines and circles, with the head and torso represented by a vertical line and the arms and legs by curved lines. The figure is surrounded by several circles of varying sizes, suggesting a network or a group of people.

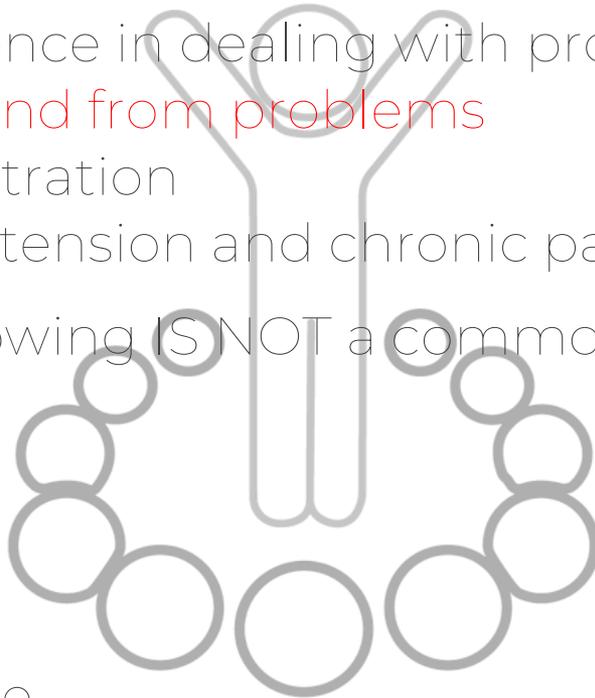
Module Eight: Review Questions

- 1) Which of the following IS NOT one of the tips for dealing with situations:
 - a) Breathing deeply
 - b) Using positive thinking
 - c) Moving away from the problem
 - d) **Delaying intervention in these situations**

- 2) Which of the following statements IS NOT true?
 - a) The control a company has over itself is just as important as the control an individual has over himself or herself.
 - b) Being in control can be the difference between having a successful career or no career at all.
 - c) Even if the situation requires you to act physically, you have to stay focused on your thoughts.
 - d) **All of the above statements are true**

Module Eight: Review Questions

- 3) Relaxation techniques do NOT reduce the symptoms of stress:
- a) Increasing confidence in dealing with problems
 - b) Distracting the mind from problems
 - c) Improving concentration
 - d) Reducing muscle tension and chronic pain
- 4) Which of the following IS NOT a common relaxation technique?
- a) Autogenic
 - b) Visualisation
 - c) Heterogenic
 - d) Progressive muscle

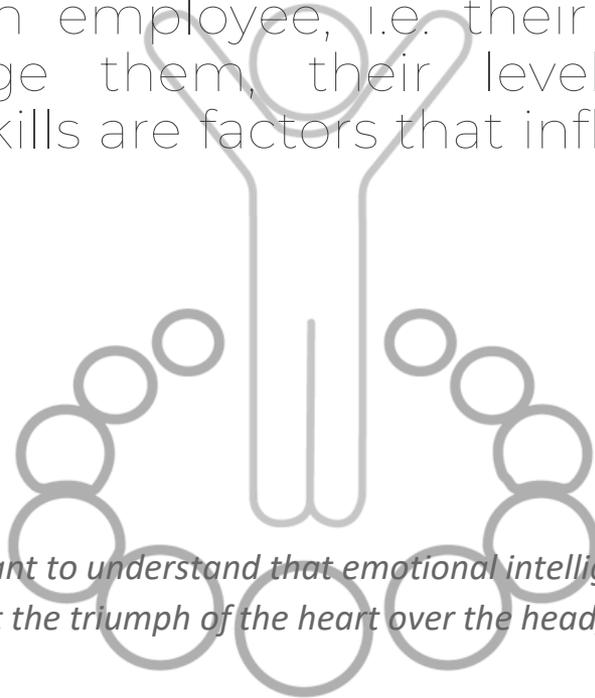


Module Eight: Review Questions

- 5) If you master coping with difficult situations, it is:
- a) Relaxation techniques may not be necessary.
 - b) Occasional use of relaxation techniques is necessary.
 - c) There is still a need for relaxation techniques
 - d) It is very necessary to apply relaxation techniques
- 6) What is the ultimate goal in dealing with everyday work situations?
- a) Being right
 - b) Avoiding problems
 - c) Avoiding negativity
 - d) Suppressing the problems
- 
- A large, faint, stylized human figure logo is centered on the page. It is composed of simple lines and circles, with the head and torso represented by a vertical line and circles, and the arms and legs by curved lines and circles.

Module Nine: Internships (I)

- The workplace is much more than the company itself. The composition of an employee, i.e. their emotions and their ability to manage them, their level of EQ and their communication skills are factors that influence the success of a company.

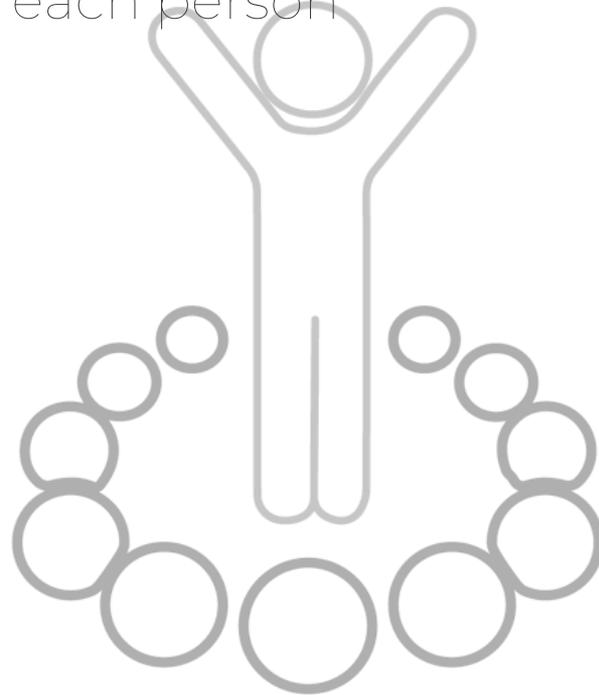


It is very important to understand that emotional intelligence is not the opposite of intelligence, it is not the triumph of the heart over the head, it is the unique intersection of the two.

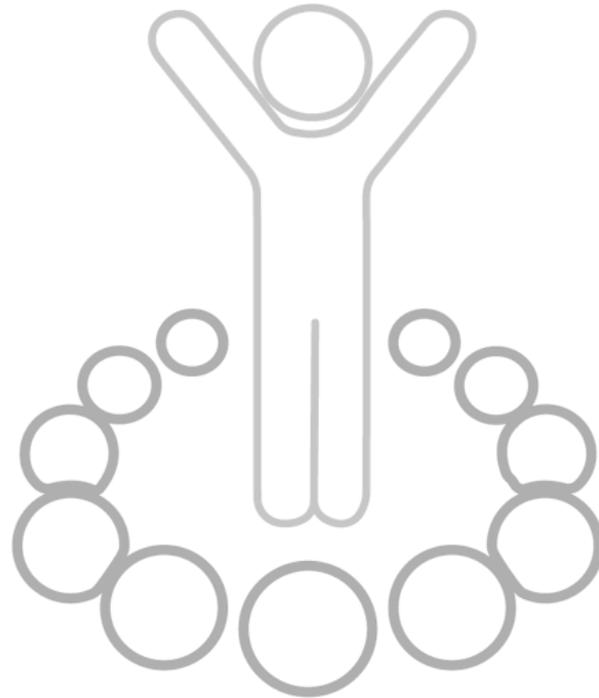
David Caruso

Understanding emotions and how to manage them in the workplace

- Responsibility of each person
- Stay in control
- Listen to
- Positive result

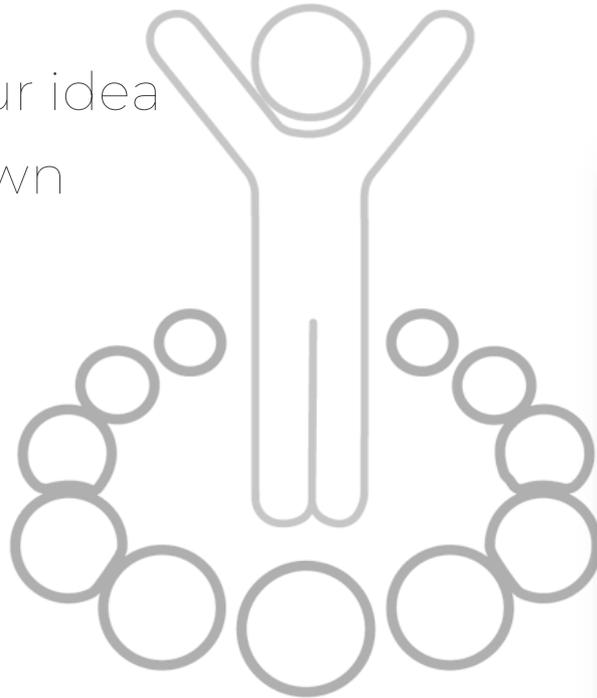


The role of emotional intelligence at work



Constructive disagreement

- Positive
- Productive
- Confirming your idea
- Present your own



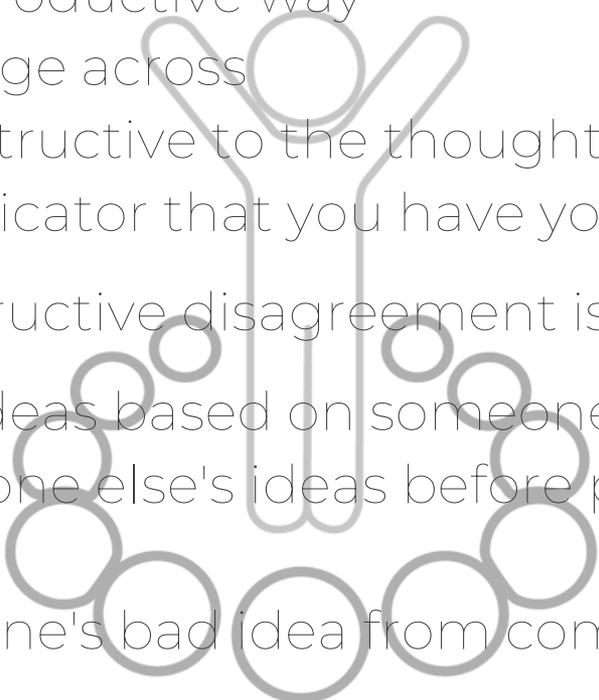
Module Nine: Review Questions

- 1) The approach you take to situations at work is determined by:
 - a) Their natural tendencies
 - b) Their level of professionalism
 - c) Both their natural tendencies and their level of professionalism
 - d) None of the above
- 2) Deciding which approach is best for the situation at work can be done in the following ways:
 - a) Weighing up the pros and cons of each
 - b) Trust your natural feelings
 - c) Align them with their current state of mind
 - d) Ask a colleague for help

Module Nine: Review Questions

- 3) Intuition is an element of:
- a) Social competences
 - b) Personal competences
 - c) Social and personal competences
 - d) None of the above
- 4) Which of the following statements refers to political acumen?
- a) Maintaining confidence and flexibility
 - b) Ability to self-assess and show self-confidence.
 - c) Communication skills, strong influencing and leadership skills, and conflict resolution.
 - d) Be proactive and committed to the end
- 
- A faint, light gray illustration of a person with arms raised, standing on a base of several circles, is centered in the background of the text.

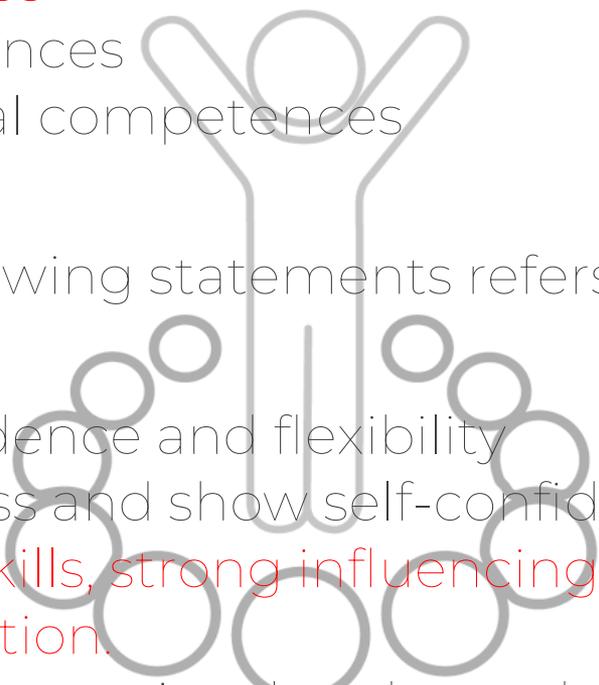
Module Nine: Review Questions

- 
- A faint, light gray watermark of a stylized human figure with arms raised is centered in the background of the slide. The figure is composed of simple lines and circles, matching the style of the TOP SOCIAL POWER logo.
- 5) Constructive disagreement takes place:
- a) In a positive and productive way
 - b) To get your message across
 - c) As negative or destructive to the thoughts of others
 - d) As a necessary indicator that you have your own attitude
- 6) In practice, constructive disagreement is:
- a) Confirming your ideas based on someone else's mistake
 - b) Confirming someone else's ideas before presenting one's own ideas
 - c) Preventing someone's bad idea from coming to fruition
 - d) Pure formality

Module Nine: Review Questions

- 1) The approach you take to situations at work is determined by:
 - a) Their natural tendencies
 - b) Their level of professionalism
 - c) Both their natural tendencies and their level of professionalism
 - d) None of the above
 - 2) Deciding which approach is best for the situation at work can be done:
 - a) Weighing up the pros and cons of each
 - b) Trust your natural feelings
 - c) Align them with their current state of mind
 - d) Ask a colleague for help
- 
- A faint, light gray background graphic of a stylized human figure with arms raised, composed of circles and lines, centered behind the text.

Module Nine: Review Questions

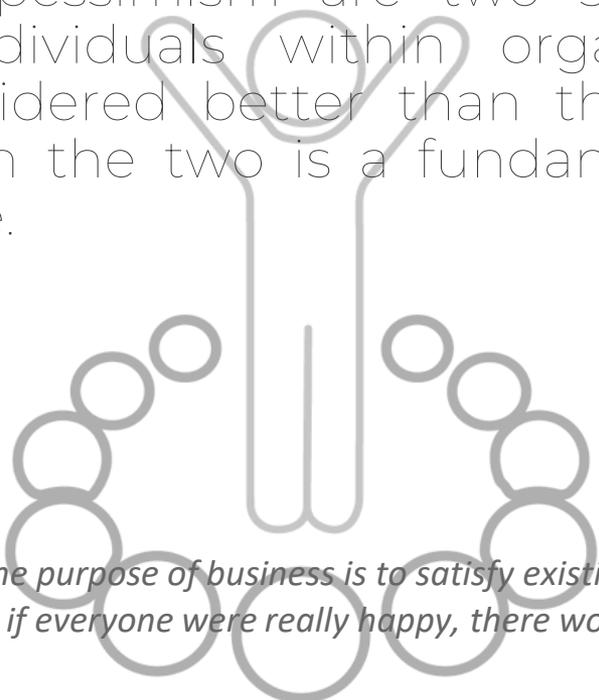
- 3) Intuition is an element of:
- a) Social competences
 - b) Personal competences
 - c) Social and personal competences
 - d) None of the above
- 4) Which of the following statements refers to political acumen?
- a) Maintaining confidence and flexibility
 - b) Ability to self-assess and show self-confidence.
 - c) Communication skills, strong influencing and leadership skills, and conflict resolution.
 - d) Be proactive and committed to the end
- 
- A faint, light gray illustration of a person with arms raised, standing on a base of several circles. The person's body is a simple outline, and the circles below represent a group or a foundation.

Module Nine: Review Questions

- 5) Constructive disagreement takes place:
- a) In a positive and productive way
 - b) To get your message across
 - c) As negative or destructive to the thoughts of others
 - d) As a necessary indicator that you have your own attitude
- 6) In practice, constructive disagreement is:
- a) Confirming your ideas based on someone else's mistake
 - b) Confirming someone else's ideas before presenting one's own ideas
 - c) Preventing someone's bad idea from coming to fruition
 - d) Pure formality
- 
- A faint, light gray background graphic of a person with arms raised, composed of circles and lines, is centered behind the text.

Module Ten: Business Internships (II)

Optimism and pessimism are two schools of thought adopted by individuals within organisations. Neither extreme is considered better than the other. The right balance between the two is a fundamental part of best business practice.

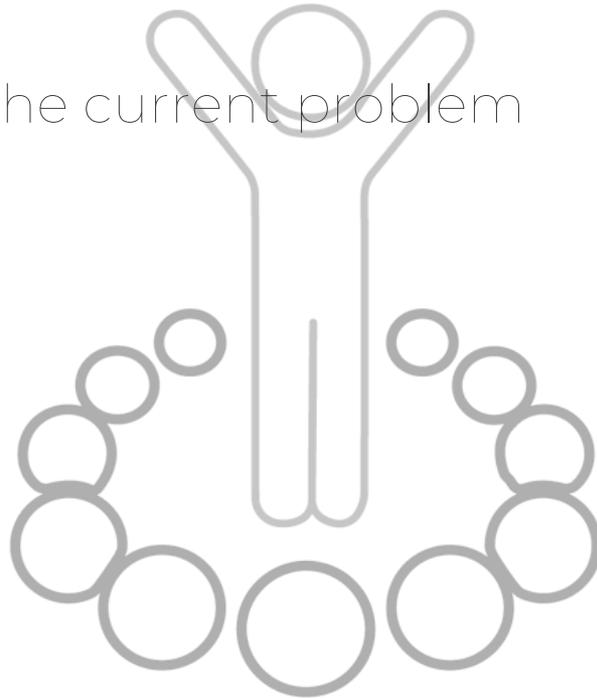
A large, faint, stylized human figure with arms raised, composed of blue and black dots, serving as a background for the text.

Since the purpose of business is to satisfy existing desires, or to stimulate new ones, if everyone were really happy, there would no longer be a need for business.

Mihaly Csikszentmihalyi

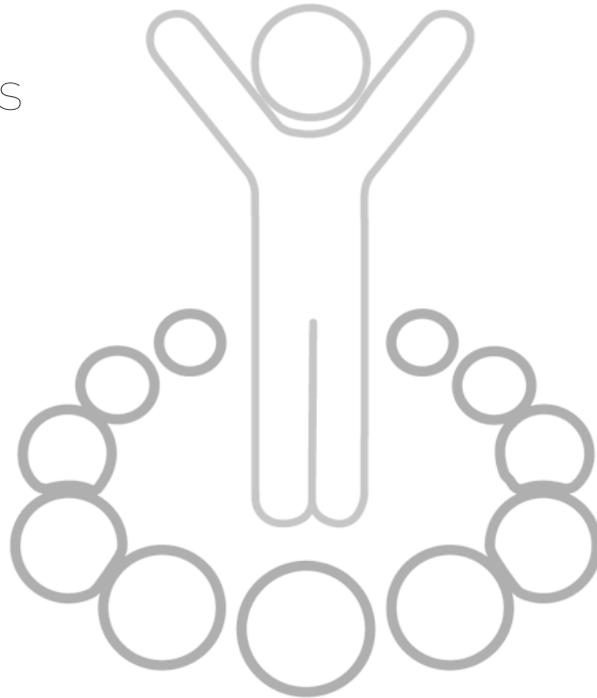
Optimism

- Positive spin
- More productive
- Good for health
- Looking beyond the current problem
- View a resolution



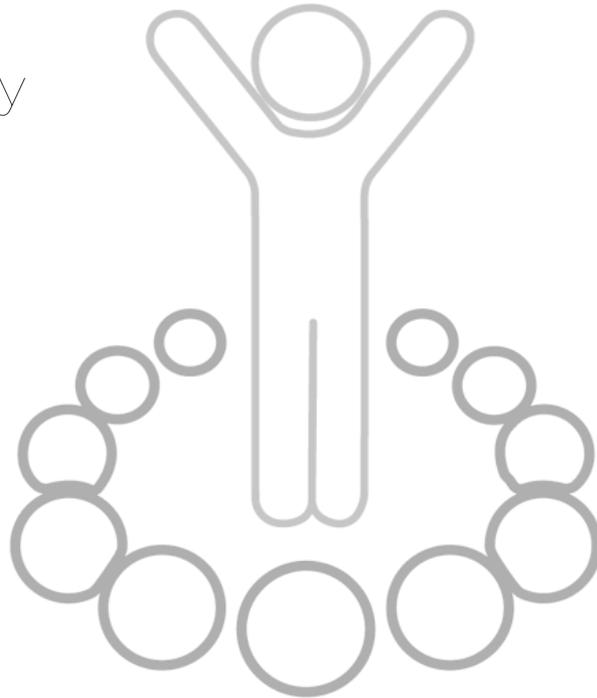
Pessimism

- Detrimental
- Low morale
- Increased stress

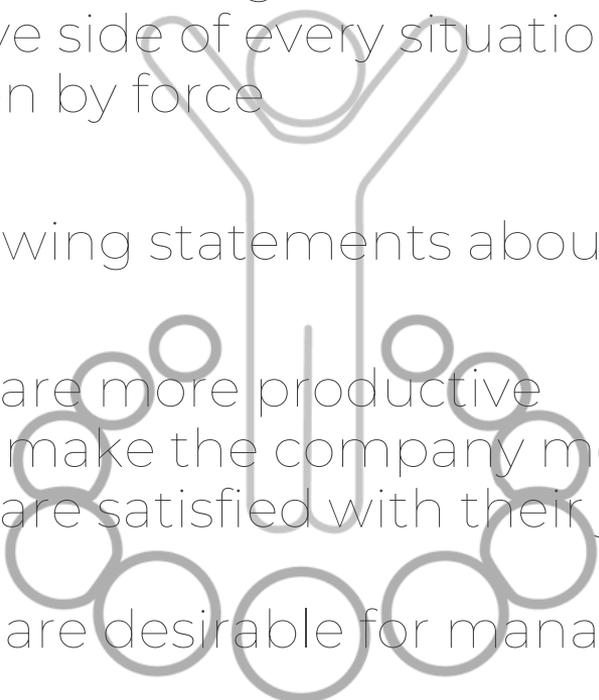


The balance between Optimism and pessimism

- Extremism
- Not seeing reality
- False hope



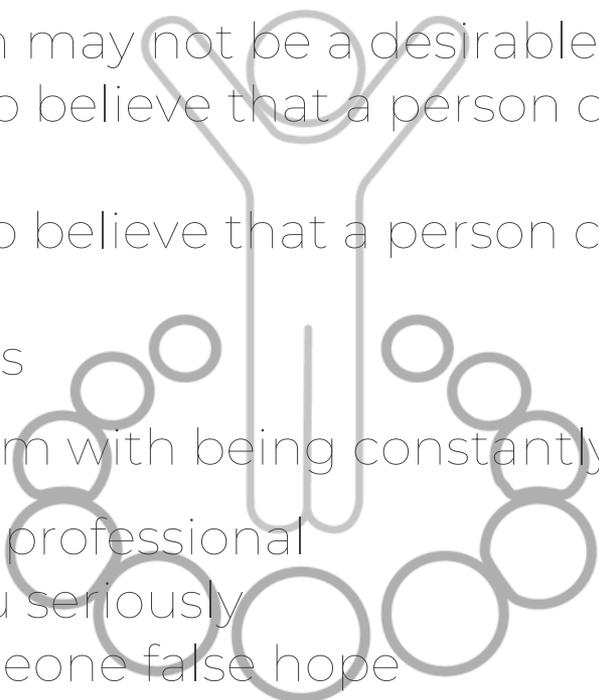
Module ten: Review questions

- 1) Being optimistic means:
 - a) Turning bad situations into good ones
 - b) Finding the positive side of every situation
 - c) Being positive, even by force
 - d) Smile all the time
 - 2) Which of the following statements about the business world IS NOT true?
 - a) Optimistic people are more productive
 - b) Optimistic people make the company more money
 - c) Optimistic people are satisfied with their job and do not tend to be promoted.
 - d) Optimistic people are desirable for managerial positions in companies.
- 
- A large, faint, grey outline of a person with arms raised, similar to the logo in the top right, is centered in the background of the slide.

Module ten: Review questions

- 3) Which of the following is true?
- a) Being pessimistic at work only harms an individual's career.
 - b) Being pessimistic at work can do no harm to anyone but oneself and one's closest colleagues.
 - c) Being pessimistic at work can be detrimental to the whole company
 - d) Being pessimistic at work does not usually have much influence on anyone.
- 4) Which of the following statements IS NOT true?
- a) Being pessimistic causes bodily stress
 - b) Being pessimistic causes mental stress
 - c) A pessimistic worker may never be promoted.
 - d) Being pessimistic at work is easy to conceal

Module ten: Review questions

- 
- A faint, light gray background graphic of a hand holding a brain, with the hand's fingers spread and the brain represented by a cluster of circles.
- 5) Why is it important to find the balance between optimism and pessimism?
- a) Because extremism may not be a desirable trait in a person.
 - b) Because it is hard to believe that a person can be consistently optimistic.
 - c) Because it is hard to believe that a person can be constantly pessimistic.
 - d) For all these reasons
- 6) What is the problem with being constantly optimistic?
- a) You may appear unprofessional
 - b) They won't take you seriously
 - c) You could give someone false hope
 - d) No problem at all

Module ten: Review questions

- 1) Being optimistic means:
 - a) Turning bad situations into good ones
 - b) Finding the positive side of every situation
 - c) Being positive, even by force
 - d) Smile all the time

 - 2) Which of the following statements about the business world IS NOT true?
 - a) Optimistic people are more productive
 - b) Optimistic people make the company more money
 - c) Optimistic people are satisfied with their job and do not tend to be promoted.
 - d) Optimistic people are desirable for managerial positions in companies.
- 
- A large, faint, grey outline of a person with arms raised, similar to the logo in the top right, is centered in the background of the slide.

Module ten: Review questions

- 3) Which of the following is true?
- a) Being pessimistic at work only harms an individual's career.
 - b) Being pessimistic at work can do no harm to anyone but oneself and one's closest colleagues.
 - c) Being pessimistic at work can be detrimental to the whole company
 - d) Being pessimistic at work does not usually have much influence on anyone.
- 4) Which of the following statements IS NOT true?
- a) Being pessimistic causes bodily stress
 - b) Being pessimistic causes mental stress
 - c) A pessimistic worker may never be promoted.
 - d) Being pessimistic at work is easy to conceal

Module ten: Review questions

- 5) Why is it important to find the balance between optimism and pessimism?
- a) Because extremism may not be a desirable trait in a person.
 - b) Because it is hard to believe that a person can be consistently optimistic.
 - c) Because it is hard to believe that a person can be constantly pessimistic.
 - d) For all these reasons
- 6) What is the problem with being constantly optimistic?
- a) You may appear unprofessional
 - b) They won't take you seriously
 - c) You could give someone false hope
 - d) There is no problem

Module Eleven: Making an impact

Every day we are presented with opportunities that allow us to influence the lives of others. How we influence others is up to us. It requires a conscious effort on our part to decide whether we will leave a legacy of good or evil.

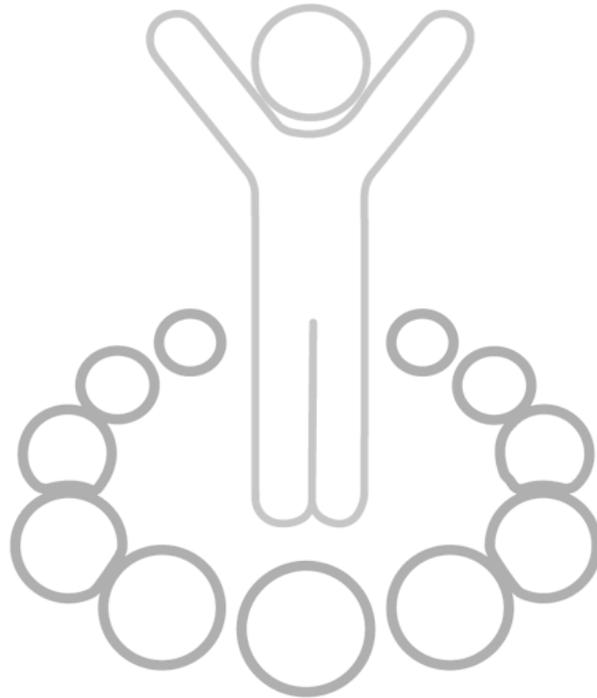


It is easy to make money. It is much harder to make a difference.

Tom Brokaw

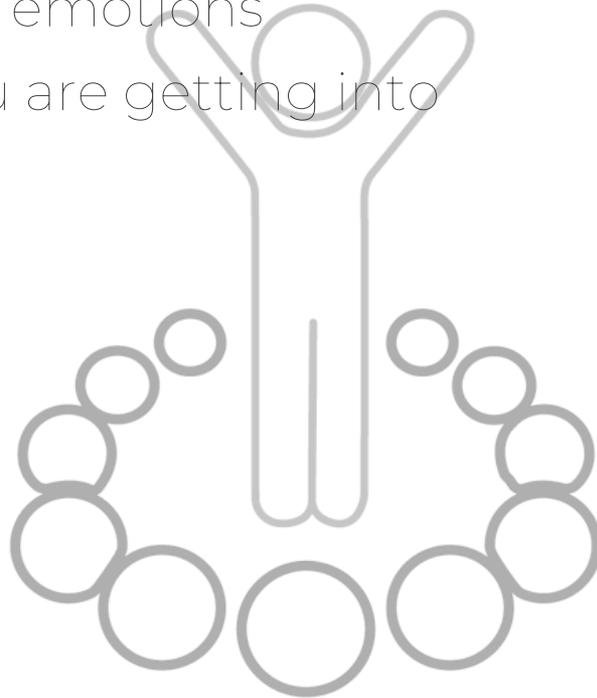
Creating a powerful first impression

- Physical appearance
- Body language
- Spoken words



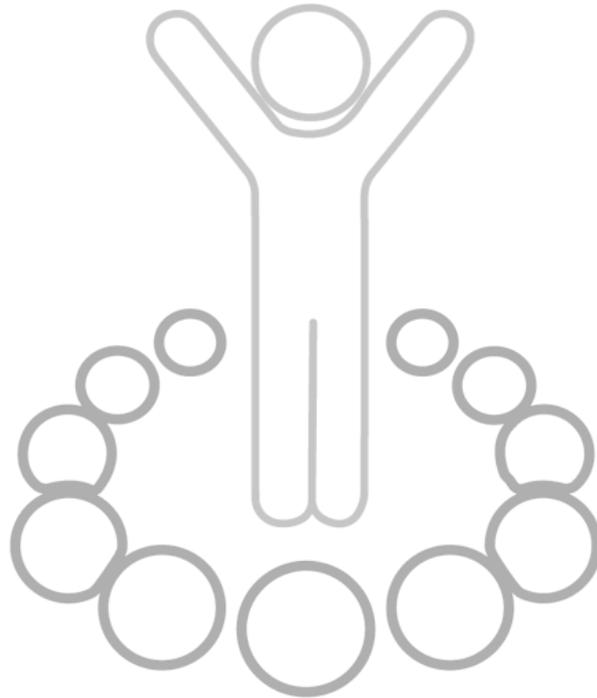
Assessing a situation

- Taking a step back
- Being aware of emotions
- Know what you are getting into



Being jealous without being offensive

- Finding the balance
- Focus on quality
- Renewed hope



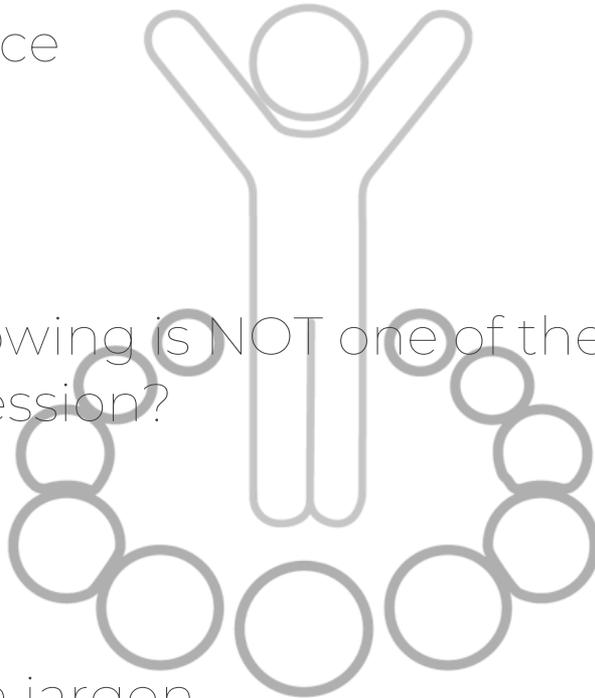
Module Eleven: Review Questions

1) Which of the following IS NOT one of the factors in making a first impression?

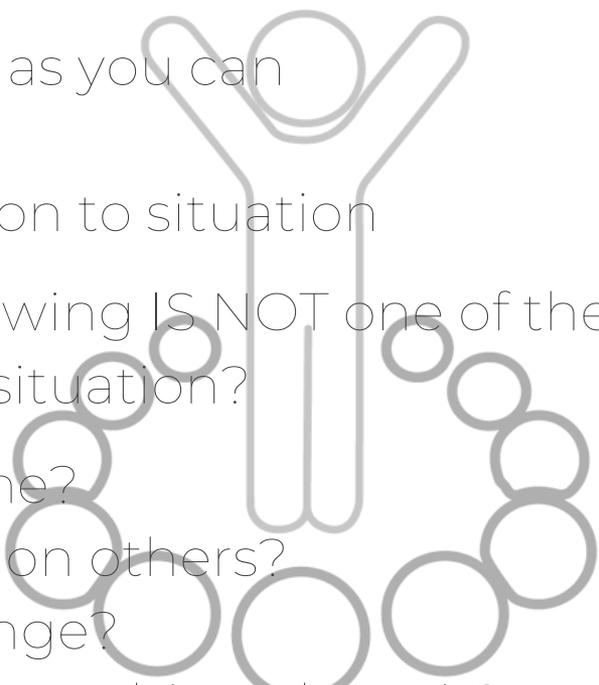
- a) Physical appearance
- b) Education
- c) Spoken words
- d) Body language

2) Which of the following is NOT one of the elements of making a good first impression?

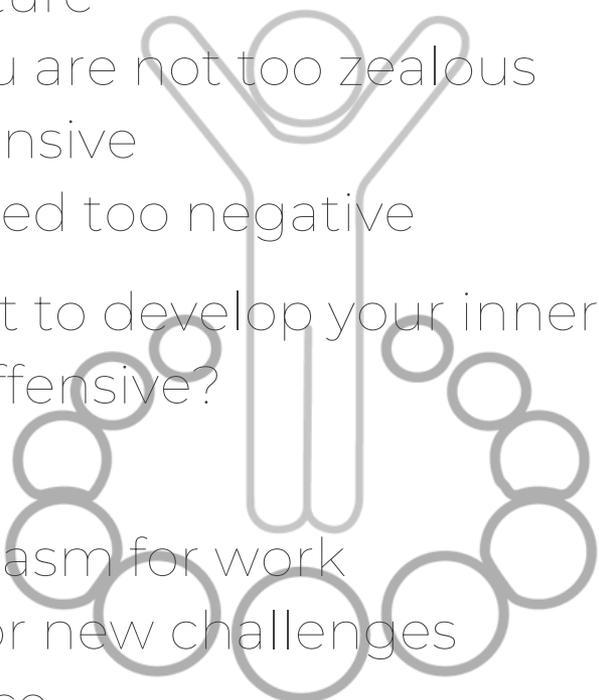
- a) Your voice type
- b) Visual contact
- c) Hand shake
- d) Moving away from jargon



Module Eleven: Review Questions

- 3) The best way to assess the situation is:
- a) Go to
 - b) Run to him as fast as you can
 - c) Ask others
 - d) Varies from situation to situation
- 4) Which of the following IS NOT one of the crucial questions for assessing the situation?
- a) How will it affect me?
 - b) How will it impact on others?
 - c) What is the challenge?
 - d) Is it worth doing something about it?
- 
- A faint, grey line-art illustration of a person with their arms raised in a 'V' shape, standing on a base of several circles. This graphic is centered behind the text of the questions.

Module Eleven: Review Questions

- 5) Being jealous is:
- a) Always a good feature
 - b) Good quality, if you are not too zealous
 - c) Almost always offensive
 - d) It is often considered too negative
- 6) What is important to develop your inner stability by being jealous, but not offensive?
- a) Working fast
 - b) Renewing enthusiasm for work
 - c) Constant search for new challenges
 - d) Finding the balance
- 
- A faint, light gray background graphic is centered on the page. It depicts a stylized human figure with arms raised in a 'V' shape. Below the figure's feet is a cluster of several overlapping circles of varying sizes, resembling a group of people or a social network.

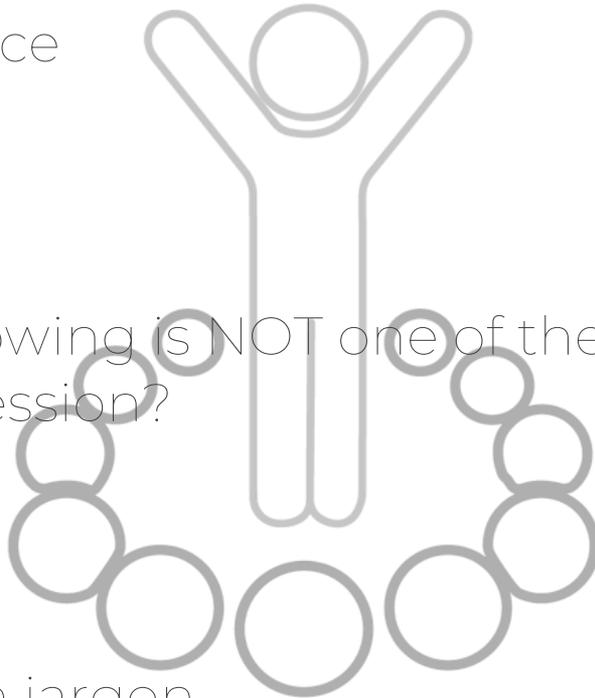
Module Eleven: Review Questions

1) Which of the following IS NOT one of the factors in making a first impression?

- a) Physical appearance
- b) Education
- c) Spoken words
- d) Body language

2) Which of the following is NOT one of the elements of making a good first impression?

- a) Your voice type
- b) Visual contact
- c) Hand shake
- d) Moving away from jargon



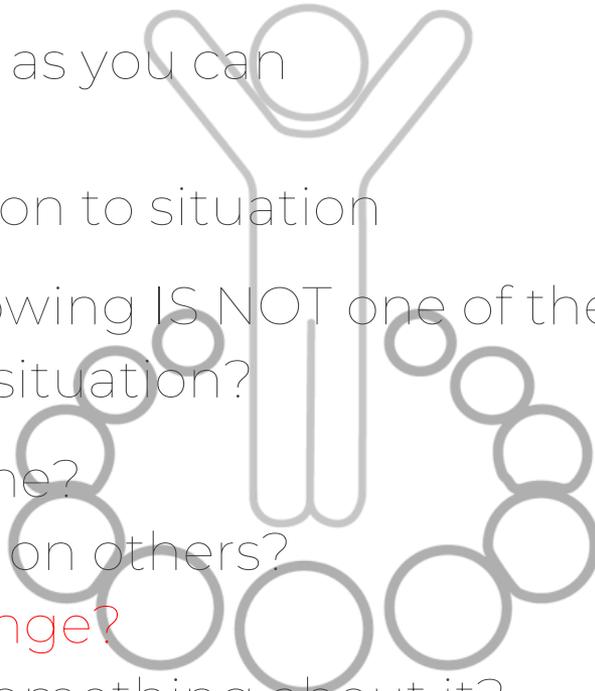
Module Eleven: Review Questions

3) The best way to assess the situation is:

- a) Go to
- b) Run to him as fast as you can
- c) Ask others
- d) Varies from situation to situation

4) Which of the following IS NOT one of the crucial questions for assessing the situation?

- a) How will it affect me?
- b) How will it impact on others?
- c) What is the challenge?
- d) Is it worth doing something about it?



Module Eleven: Review Questions

5) Being jealous is:

- a) Always a good feature
- b) Good quality, if you are not too zealous
- c) Almost always offensive
- d) It is often considered too negative

6) What is important to develop your inner stability by being jealous, but not offensive?

- a) Working fast
- b) Renewing enthusiasm for work
- c) Constant search for new challenges
- d) Finding the balance

Module twelve: Conclusion

- Take a moment to review and update your action plan. It will be a key tool to guide your progress in the coming days, weeks, months and years. We wish you the best of luck on the rest of your journey.

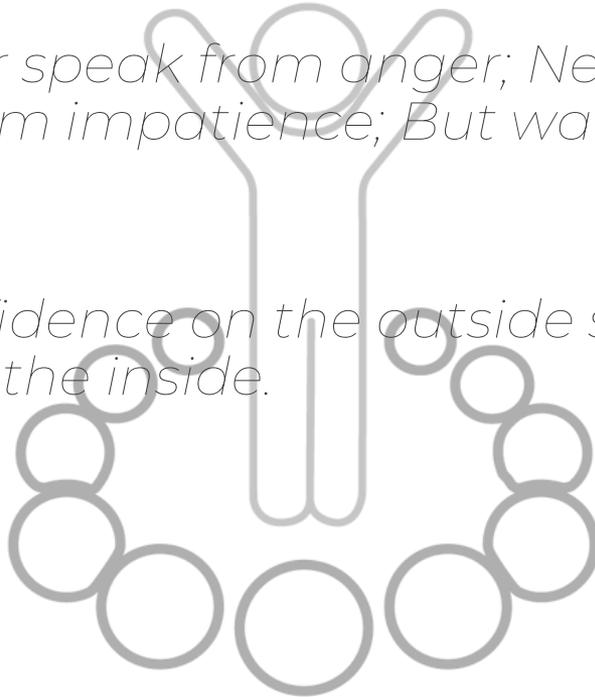


Everything that starts with anger ends in shame.

Benjamin Franklin

Words of the Wise

- M.K. Gandhi: *An eye for an eye only blinds the whole world.*
- Guy Finley: *Never speak from anger; Never act from fear; Never choose from impatience; But wait... and peace will appear.*
- Brian Tracy: *Confidence on the outside starts with living with integrity on the inside.*





TOP
SOCIAL
POWER®