COURSE OVERVIEW HM0518
Developing Your Emotional Intelligence
(E-Learning Module)

Course Title
Developing Your Emotional Intelligence
(E-Learning Module)

Course Reference
HM0518

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs

Course Description

This E-Learning course is designed to provide participants with a detailed and up-to-date overview of developing your emotional intelligence. It covers the nature of intelligence and the human brain; the right-brain versus left-brain thinking; the 4 levels of the human brain; the intellect versus ability including the components of intelligence; the perception and its laws and principles; the traditional versus modern thinking as well as creativity, innovation and the structured thinking process; the western and vertical thinking; the six-step of decision-making process; and the 11-step of problem-solving process.

Further, the course will also discuss the limitations of vertical thinking, the creative thinking and lateral thinking; improving the process, overcoming dominating ideas and the principle of lateral thinking; the situation and problem analysis using lateral thinking; the self-imposed boundaries; problem solving and techniques to force a search for alternatives; the chance model; generating ideas by chance; the techniques for evaluating ideas; the mindsets and paradigms; the types of thinking and strategic conversation model; the multiple human intelligences; the seven intelligences and implications of the seven-intelligences and learning; the good memory versus bad memory; the purpose of sensory memory; and the memory tools and techniques.

During this interactive course, participants will learn the use of the whole mind to remember; the mind mapping and the steps in creating a mind map; the various tips for improving mind maps; the metacognitive mapping and emotional intelligence; the key ingredients for understanding; the personal competence and social competence; the proper application of emotional intelligence and its competencies; the self-management and development and self-directed change; and building personal implementation plan and career development plan.

Course Objectives

By the end of the program the participants will be able to:-

- Apply and gain an in-depth knowledge on emotional intelligence development

- Understand the EI framework and how you benefit from emotional intelligence

- Gaining personal insight into your EI competencies through a self-assessment

- Understand the benefits and hallmarks of the five components of EI: self-awareness

- Knowing one's emotions, strengths, weaknesses, drives, values, and goals and their impact on others

- Understand self-regulation - controlling or redirecting disruptive emotions and impulses

- Understand motivation - being driven to achieve for the sake of achievement

- Understand empathy - considering others feelings, especially when making decisions

- Understand social skill - managing relationships to move people in desired directions

- Identify areas for improvement as well as effective strategies and specific steps for developing EI components

- Discuss the nature of intelligence and the human brain

- Differentiate right-brain versus left-brain thinking

- Identify the 4 levels of the human brain

- Describe intellect versus ability including the components of intelligence

- Define perception and discuss its laws and principles

- Discuss traditional versus modern thinking as well as carryout creativity, innovation and the structured thinking process

- Determine western and vertical thinking, the six-step of decision-making process and the 11-step of problem-solving process

- Recognize the limitations of vertical thinking, use vertical thinking as well as apply creative thinking and lateral thinking

- Improve the process, overcome dominating ideas and explain the principle of lateral thinking

- Describe the situation and perform problem analysis using lateral thinking

- Identify self-imposed boundaries and employ problem solving and techniques to force a search for alternatives

- Use the chance model, generate ideas by chance and apply techniques for evaluating ideas

- Illustrate mindsets and paradigms and identify the types of thinking and strategic conversation model

- Recognize the multiple human intelligences, seven intelligences and implications of the seven-intelligences and learning

- Differentiate good memory versus bad memory as well as discuss the purpose of sensory memory and memory tools and techniques

- Use the whole mind to remember and apply mind mapping and the steps in creating a mind map

- Carryout various tips for improving mind maps, the metacognitive mapping and emotional intelligence

- Identify the key ingredients for understanding including personal competence and social competence

- Employ proper application of emotional intelligence and its competencies as well as self-management and development and self-directed change

- Build personal implementation plan and career development plan

Who Should Attend

This course provides an overview of all significant aspects and considerations of emotional intelligence development for managers, section leaders, team leaders, superintendents, engineers, heads of departments, unit supervisors and other technical staff involved in strategic management, return on investment, human resource, training, career development, work force utilization and other specialist functions.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- USA International Association for Continuing Education and Training (IACET)

  Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- The Nature of Intelligence

- The Human Brain

- Right-Brain vs left-Brain Thinking

- The Human Brain – 4 Levels

- Intellect versus Ability

- Intelligence

- Exercise: Problem Solving

- The Girl and the Pebble

- The Components of Intelligence

- Perception – Definitions

- Laws & Principles of Perception

- The Concept of Meaning

- Principles of Perception

- Game

- Traditional versus Modern Thinking

- Creativity

- Innovation

- Creativity and Innovation

- Tradition vs Innovation

- The Structured Thinking Process

- Western Thinking

- Vertical Thinking

- Vertical Thinking Processes

- The Six-Step Decision Making Process

- The 11-Step Problem Solving Process

- Limitations of Vertical Thinking

- Use of Vertical Thinking

- Exercise: Problem Solving

- Creative Thinking

- Lateral Thinking

- Lateral Thinking vs Vertical Thinking

- Improving a Process

- Domination of Ideas

- Overcoming Dominating Ideas
- Principles of Lateral Thinking
- 1st Principle of Lateral Thinking
- Principle of Thinking
- Describing the Situation
- Exercise
- 2nd Principle of Lateral Thinking – Search for Different Ways of Looking at things
- Problem Analysis using Lateral Thinking
- Self-Imposed Boundaries
- Exercise
- Problem Solving
- Techniques to Force a Search for Alternatives
- 3rd Principle of Lateral Thinking – Relaxation of Vertical Thinking
- 4th Principle of Lateral Thinking – The Use of Chance
- Using the Chance Model
- Generating Ideas by Chance
- Techniques for Evaluating Ideas
- Thinking
- Mindsets and Paradigms
- Paradigm
- The Paradigm & Strategy
- Types of Thinking
- Strategic Conversation Model
- Gardner's 7 Intelligence Theory
- Multiple Human Intelligences
- Gardner's Seven-Intelligences
- The Seven Intelligences
- Games
- The seven intelligences Profile
- Games
- Video
- Implications of the Seven-Intelligences and Learning
- How We Learn
- Building Memory

- Good Memory vs Bad Memory
- Memory
- Purpose of Sensory Memory
- Purpose of Short-Term Memory
- Short Term Memory Concepts
- The Magical Number
- The Purpose of Long-Term Memory
- Memory Tools and Techniques
- Mnemonics
- Using Your Whole Mind to Remember
- The 3 "R's" & SQ3R
- Mind Maps
- Uses of Mind Maps
- Elements of a Mind Map
- Steps in Creating a Mind Map
- Tips for Improving Mind Maps
- The Metacognitive Mapping
- Emotional Intelligence
- Why Do We Need Emotional Intelligence?
- Key Ingredients for Understanding
- Building Emotional Intelligence
- Personal Competence
- Social Competence
- Social Competence (Social Skills)
- The application of EI
- EI Competencies
- EI and Impact of Culture
- EI and Impact of Group Influence
- EI and Personal Development
- Self-Management and Development
- Self-Directed Change
- Building your Personal Implementation Plan and Career Development Plan
- Course Review & Evaluation
- Case Studies