



**IOL (UK) Limited & Northgate Training**

EXERCISES, GAMES & SIMULATIONS FOR MANAGEMENT DEVELOPMENT



## *The Emotional Intelligence Activity*

*“The rules for work are changing. We’re being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but also by how well we handle ourselves and each other.”*

This statement from renowned expert Daniel Goleman’s book on emotional intelligence (EI), illustrates just how important the subject has become. He sees EI as a **buildable aptitude** that profoundly affects our abilities at work.

But what does it all mean and how does it affect us? How can we build our emotional intelligence? This new training pack lets you and your staff find out.

**Timing**      1 hour

**Numbers**    for two groups (of up to 6 participants per group)

**Price**        £350 plus delivery and VAT

•• ALL Northgate activities are **LICENCE-FREE** so you can use them over and over again!

### *The Emotional Intelligence Activity*

## **Key Benefits**

- To make participants aware of the ideas involved in EI
- To get participants talking about the topic to reinforce the learning
- To get participants to recognise where EI relates to work issues
- To help people in everyday work handle personal and interpersonal issues with a more enlightened strategy

**The activity** is a straightforward to run and designed to encourage lively discussion and debate on many interpersonal issues such as social skills, empathy, self-regulation, self motivation and self-esteem. The activity uses real work situations to make people more aware of how they and others react and to find out whether their responses are emotionally mature or not.

Used as part of any management development or interpersonal skills programme, this activity will ensure that participants have an opportunity to understand fully the benefits that can be gained from building their own emotional intelligence - and putting it into practice at work.

# The Emotional Intelligence Activity

## What happens?

Teams work their way round a board using plastic markers and a dice. In turn, participants pick up cards from a pile of 30 on the board. There are three types of cards:

### 1. Response cards

These require that a statement on the card is read out to the group who note their own response to it. They can then identify their own levels of emotional intelligence

### 2. Yes/No cards

These offer participants the opportunity to discuss a number of real situations and decide how they would react. Creates animated discussion.

### 3. Group Tasks cards

These encourage lively debate on some of the key issues in EI – empathy, self-awareness, self-regulation, motivation, empathy and social skills.



Teams discuss each card in detail and sometimes find it difficult to come to a consensus. By putting the cards for both teams in the *same* order before the exercise starts you can ensure that each team deals with the same issues – which makes the Debrief all the more effective - and easier to control. At the end of the exercise - when time runs out, or teams have worked through all the cards - a Debrief consolidates the learning by contrasting and comparing the responses of the two teams. Take-away handouts summarising EI are supplied.

## The Emotional Intelligence Activity

### What to Do

1. Introduce the session (option to use the **PowerPoint** in the pack).
2. Divide participants into two groups and allocate the **group materials**.
3. Issue **Handout A** to teams. This explains how the activity works. When ready they place a **set of 30 cards** face down on each of two boards and let groups begin.
4. Allow them 40-50 minutes to work round the board, picking up the cards (**Response** cards, **Yes/No** cards and **Group Task** cards) and debating the issues raised and filling in **Task Forms** and **Response Forms**.
5. At the Debrief, go through the cards - start with the **Response** cards and discuss each decision they have made. Use the commentary in the **Trainer's Notes for full details on all the answers** and how to conduct the Debrief.
6. Encourage a **wider discussion** on the implications of EI and how important interpersonal skills are at work. At the end, give the **Take-away Handout** (summarising EI) to each individual.

### The Emotional Intelligence Activity Trainer's Comments

*"A fantastic component for any course on personal development – and fun to do. So useful for developing self-awareness, getting us to 'think first' about situations and really influencing our abilities to get the best out of others. I thoroughly recommend it."*

J MAYLEY, Training Consultant

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plus delivery & VAT

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