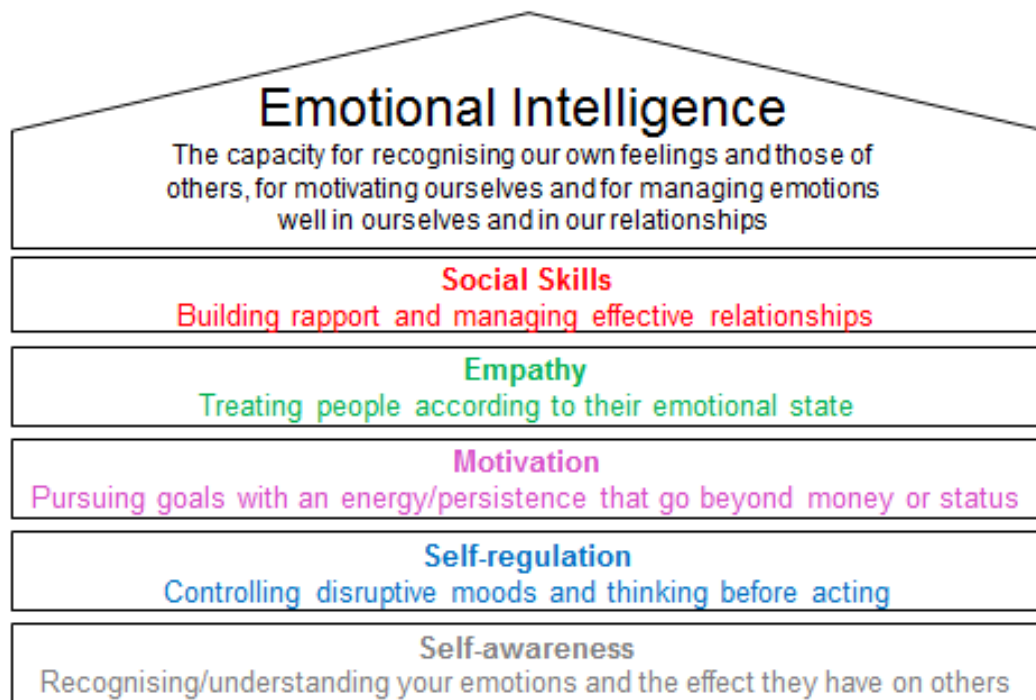


## Emotional Intelligence Training Case Study – Helping Staff become more Emotionally Intelligent

A national children’s charity engaged *mch* to deliver a series of training initiatives to help develop the emotional intelligence of staff. This included face to face training and the development of webinars.

Initially, *mch* developed two tailored courses: one for managers and one for all staff. Both explained the concept of emotional intelligence and outlined its constituent elements:



Goleman, Daniel. (1995) "Emotional Intelligence." Bantam, New York

Its importance to success and satisfaction at work was also covered. The bulk of both training courses then focused on how emotional intelligence could be developed and practically applied.

Increasing the positive impact of individuals and third sector organisations through staff development.

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### **Role Plays for Managers**

For many, role plays have bad connotations, often due to cringe-worthy role plays they have participated in with colleagues. When done properly though, they bring learning to life. Consequently, *mch* worked with the charity to develop scenarios that participants genuinely face in their work. It then engaged a professional actor to play the role of a difficult colleague or stakeholder. *mch* makes no apologies for the fact that role plays are challenging and difficult. After all, that is what training is for: to prepare and develop you for the real world of work and work is sometimes difficult.

Feedback consistently shows that despite initial reservations, participating in, observing and giving/receiving feedback on role plays is one of the most valuable parts of the training.

### **High Impact Communications for Staff**

There is a strong interrelationship between emotional intelligence and communication. Consequently, the training for staff at all levels focused on developing effective communication. In addition to core areas, such as active listening, body language and questioning techniques, participants considered how they could tailor communication to others. Consequently, issues such as personality types were presented. Challenging communication scenarios, such as communicating change and managing up, were also covered.

The two courses enabled all staff to have a shared language and understanding of emotional intelligence, while offering specific development opportunities that were most relevant to them.

Participants also received email reminders in the weeks following the training to help them remain mindful of the key concepts covered.

### **Webinars**

Given the level of staff interest in emotional intelligence and the size and national reach of the organisation, *mch* was asked to develop a series of hourly webinars. Each webinar outlined the concept of emotional intelligence, described one key element in detail and outlined how it could be developed. Such an initiative provided a very cost effective way of engaging staff and disseminating the concept and importance of emotional intelligence.

Get in touch at the address below to discuss your training needs.

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