

Learning Objectives

- Recognize the definition of emotional intelligence.
- Identify the four levels of the emotional intelligence hierarchy.
- Recognize the techniques that can be used for improving self-awareness.
- Identify your own emotional triggers.
- Recognize the approaches for improving self-management.
- Recognize how relationship management can be used to manage practice employees and reduce conflict.

Section 1

- Managing a Practice
- Emotional Intelligence
- Self-Awareness Competencies
- Emotional Self-Awareness
- Emotional Red Flags
- Accurate Self-Assessment
- Self-Confidence
- Improving Self-Awareness

Section 2

- Self-Management
- Self-Control
- Emotional Breakdowns
- Emotional Triggers
- Personality Types
- Criticism and Perceived Criticism
- Physical Space or Environment
- Sickness or Physical Condition
- Improving Self-Management

Section 3

- Listening for Agreement
- Effective Listening
- Empathetic Listening
- Emotional Boundaries
- Organizational Culture Characteristics
- Organizational Goals
- Organizational Power and Politics
- Authority

Section 4

- Relationship Management
- Stakeholder Relationships
- Stakeholder Identification and Analysis
- Managing the Project Team
- Effective Communications
- Conflict Management
- Leadership
- Project Vision
- Building Relationships