

## COMPLEMENTARY TRAINING MANUAL FOR USERS

**SKILL DEVELOPER:** INDEPCIE

**NAME OF THE SKILL:** EMOTIONAL INTELLIGENCE.

According to the WEF report, Emotional intelligence is defined as “being sensitive to others’ needs and feelings and being understanding and helpful on the job. Being aware of others’ reactions and understanding why they react as they do”. More in detail, EI “is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships. Those high on emotional intelligence can help defuse stress and conflict, and enhance communication to achieve maximum effectiveness at work”. The link between greater emotional intelligence (EQ) and higher productivity has been well documented through studies in the past. EQ will remain among the top skills for employees despite the evolution of the job market by 2020.

**COMPETENCES:**

- Self-emotional management
- Emotional management in interpersonal relationships
- Application of the Emotional Intelligence to the workplace
- Improvement and productivity through Emotional Intelligence
- Personal and organizational development of EI in a professional context

**OBJECTIVES:**

- Understand the importance of EI in the actual labour context
- Raise awareness of its implications from a professional point of view.
- Detect risks of a deficient emotional management.
- Notice points of professional improvement through EI.
- Discover the impact of an emotionally intelligent organization.

**OUTCOMES:**

- Develop EI skills in the workplace.
- Apply EI in the job searching or career change process.
- Implement EI techniques and tools in the organization.
- Use EI to improve interpersonal relationships in the workplace.
- Endow the organization with a solid emotional structure.

## INFO ABOUT THE EXPERT:



**Name:** Francisco Canovaca

**Short bio:** Architect, founder partner of the architecture studio Canovaca & Suárez. Project manager certified by the Project Management Institute. Master in Project Management (Universidad Camilo José Cela) and Master in Coaching, Emotional Intelligence and NLP (Universidad CEU San Pablo Andalucía). Life, executive and business coach. He loves personal and professional development under the values of

analytical capacity, rigour, continuous improvement, efficiency, self-exigence, empathy and evolution.

- **Position.** CEO and Founder in Coacharte.
- **The company:** Coacharte is a training company based on the application of coaching and emotional intelligence to different fields, such as leadership and entrepreneurship. They implement life, executive and business coaching, focused on the development of solid and nurturing relationships in the workplace. They apply their personal experience, but also a strong professional background in the field of architecture, applying concepts such as structures, bases and solidness in the construction of high performance teams.

## HOW TO IMPROVE THIS SPECIFIC SKILL:

- Link to the podcast:
  - <http://lacjum.8p.pl/fs2022/IO1/pod/8/1.mp3>
- Bibliography:
  - *Working with Emotional Intelligence*. Daniel Goleman (1998).
  - *Emotional Intelligence at work*. Hendrie Weisinger. (1998).
  - Emotional intelligence: What it is and why you need it.  
<https://www.weforum.org/agenda/2017/02/why-you-need-emotional-intelligence/>
  - The massive benefits of boosting your Emotional Intelligence  
<https://www.weforum.org/agenda/2020/02/emotional-intelligence-career-life-personal-development/>

- Why you should focus on becoming more emotionally intelligent in 2020  
<https://www.weforum.org/agenda/2020/02/emotional-intelligence-2020-goals-ambition/>
- Emotional intelligence: do you have it?  
<https://www.weforum.org/agenda/2016/12/do-you-lack-emotional-intelligence-some-signs-that-you-do>
- Videography:
  - Emotional Intelligence at work  
<https://www.youtube.com/watch?v=FfHF23q3uhw>
  - Strategies to become more emotional intelligent  
<https://www.youtube.com/watch?v=pt74vK9pqlA>
  - Six steps to improve your emotional intelligence  
[https://www.youtube.com/watch?v=D6\\_J7FfgWVc](https://www.youtube.com/watch?v=D6_J7FfgWVc)
  - How EI makes leaders more impactful.  
<https://www.youtube.com/watch?v=75obHtjUsG8>

*The Publication has been produced with the support of the Erasmus + Programme of the European Union. The contents of this page are the sole responsibility of the Author and can in no way be taken to reflect the views of the NA and the Commission.*