



Institute for Professional Excellence

Emotional Intelligence for Leaders

Turn self-awareness into your leadership advantage

Great leaders aren't just skilled at what they do. They're skilled at how they connect.

Emotional Intelligence for Leaders, offered through Davenport University's Institute for Professional Excellence (IPEX), is designed for anyone who leads others, at any level.

You'll begin with the TTI Success Insights Emotional Quotient (EQ) assessment, giving you a personalized picture of your emotional intelligence across five key dimensions.

Then, in two interactive 3-hour sessions, you'll put those insights to work: learning to recognize and regulate your emotions, read and respond to the emotions of others, and communicate in ways that build trust.

You'll leave with a clear understanding of how others experience your leadership and a personal action plan to grow your emotional intelligence long after the course ends.

After completing this program, participants will be able to:

- Define emotional intelligence and identify how it relates to your role as a leader
- Interpret your TTI Emotional Quotient (EQ) assessment and pinpoint your strengths and opportunities for development
- Recognize and regulate your emotions for more effective relationships
- Accurately read the emotions of others and respond with empathy
- Communicate in ways that inspire, motivate, and build trust
- Embrace healthy, emotionally intelligent conflict and commit to a personal EQ action plan

Learn more: davenport.edu/ipex/leadership | 616.233.2589

Emotional Intelligence for Leaders Topics

Before You Arrive: Your Personal EQ Assessment

Complete the TTI Success Insights Emotional Quotient (EQ) assessment online and receive a personalized report measuring five dimensions of emotional intelligence: self-awareness, self-regulation, motivation, empathy, and social skills. Your results become the foundation for everything that follows.

Session 1: Know Yourself (3 hours)

- **Foundations of Emotional Intelligence** – What EQ is, and why it drives engagement and performance for leaders at every level
- **Your EQ Assessment, Decoded** – Interpret your personal report, benchmark against population norms, and identify where to focus your growth
- **Self-Awareness** – Learn to name your emotions with precision using the Mood Meter and Emotion Wheel, and understand your triggers, tendencies, and impact
- **Self-Management** – Practice proven strategies to control impulsive reactions and respond from your values, even under pressure

Session 2: Lead Others (3 hours)

- **Relationship Awareness** – Read the room, pick up on what others are feeling, and discover how people actually experience your leadership
- **Relationship Management** – Build trust and influence, and deliver difficult feedback while keeping relationships strong
- **Empathy in Action** – Master empathetic listening and learn the difference between empathy and sympathy
- **Your EQ Action Plan** – Leave with two SMART goals, an accountability plan, and a team exercise to apply your skills immediately

Who Should Attend

This program is for anyone who leads others, whether you're a first-time supervisor or a seasoned executive. Emotional intelligence isn't a skill reserved for the C-suite; it's what separates leaders people have to follow from leaders people want to follow, at every level of an organization.

IPEX is an IACET Accredited Provider. IPEX offers IACET CEUs for its learning events that comply with the ANSI/IACET Continuing Education and Training Standard. You can earn 0.6 CEUs for successful completion of this program.

