

Lesson Summary

Emotional Intelligence | Course Conclusion

Introduction

Congratulations! You have completed all the lessons for this course on emotional intelligence. In this course, we looked at what emotional intelligence is and why it is so important for any leader.

We learned that without emotional intelligence, you will struggle to relate with people or get the best out of them which will lead to unhappy staff and as a result decreased productivity.

Let's recap;

- ▶ In the **first lesson**, we learned that to develop your emotional intelligence you need to be aware of your emotions, learn how to manage them, be sensitive and empathetic to other people's emotions and manage relationships with others.
- ▶ In **lesson 2**, we looked at how to build empathy. We saw that by being curious about other people, asking questions and listening actively to both what is being said and the unspoken emotions, you will be able to better understand where the other person is coming from.
- ▶ In **lesson 3**, we explored how to handle difficult conversations, you need to recognise that there 3 other conversations happening at the same time i.e:
 - The **'what happened' conversation** - which you resolve through genuine curiosity and asking questions
 - The **'feelings' conversation** - where you address by recognising triggers, acknowledging the emotions and through empathy
 - The **'identity' conversation** - requires you to acknowledge and affirm the other person
- ▶ The **fourth lesson** looked at how to give effective feedback. We saw that as you give feedback, you need to be ready to also receive feedback and deal with any emotions that might come up during the feedback conversation. By objectively describing the situation, behaviour observed and its impact, you will be able to minimise defensiveness and get to a common understanding of the situation which then allows you to co-create the way forward.
- ▶ In the **final lesson** we learned that to build trust, people need to be able to count on you to keep your promises and that your actions are consistent with what you say, your beliefs and values. We also saw that to rebuild trust, you need to diagnose the specific elements of low trust and focus on the specific 'untrustworthy' behaviours so that you can get to and address the root cause of the issues.

Remaining steps to course completion

There are only 2 steps left to finishing the course and becoming eligible for an AMI Certificate of Completion.

1. FINAL EXAM

First, make sure that you have taken ALL of the FORMAL QUIZZES You must then complete the final exam. This accounts for 40% of your grade.

2. FINAL ASSIGNMENT

You'll need to complete the final assignment which is designed to bring together all of the key concepts in one very important activity, and to test your ability to put into practice everything you've learned. In the assignment you will need to come up with specific work objectives and implement a plan to track them over time with the support of an accountability partner.

To submit your final assignment,

- ▶ Click on the **Submit assignment tab** and upload your assignment by clicking on the **Add assignment** button.
- ▶ When the document loads, click on **Upload**. You should see a check mark against the status to signify that the assignment has been successfully added.
- ▶ Remember that your buddy will need to review the assignment. Add a message to you buddy and click on **Submit assignment** button.
- ▶ Be sure to **notify your buddy** to check and review the submitted assignment in their email.

Once your buddy has reviewed and accepted your assignment, you will receive an email informing you whether you have passed or failed. If you have passed, please go back to **My Courses** page and download your **Report** and **Certificate**.

We hope that you enjoyed working through this course and that you have acquired some useful skills to help you relate better with other people!

