



Emotional Intelligence in the Workplace

Sku: PC823

Horas: 18

Formato: HTML

OBJETIVOS

- Introduce and teach the concepts of how to apply emotional intelligence (EQ) in the workplace.

CONTENIDOS

Unit 1: Foundations and self-awareness

- This short lesson welcomes you to the course and gives you a clear, simple picture of what emotional intelligence (EI) is and why it matters at work. You will see how emotions are already shaping everyday meetings, emails, and decisions, and how EI acts like a bridge between what you feel and what you do.
- You will also get a quick tour of the four EI areas, understand why this unit focuses on self-awareness first, and try a tiny, practical self-awareness exercise. We will finish with a few easy questions so you can check your understanding before moving into the deeper content lessons.
 - What EI is and why it matters at work
- In this lesson you will get a clear, evidence-based picture of what emotional intelligence (EI) actually is, how experts define and measure it, and why it makes a practical

difference in everyday work. You will explore the main EI frameworks, see how emotions influence decision-making and collaboration, and walk through concrete workplace moments where EI changes outcomes.

- By the end, you will be able to explain EI in plain language, recognize common myths, understand the main ways EI is assessed, and describe how emotionally intelligent behaviors improve performance, leadership, psychological safety, and customer experience—onsite and in remote or hybrid teams.
 - Brain basics of emotion and EI frameworks

- In this lesson you take a practical tour "under the hood" of emotional intelligence. You will learn how the brain turns feelings into action, meet the key regions and networks involved in emotion, and see why stress can make smart people react poorly. Then you will connect these brain basics to the two major emotional intelligence frameworks you met earlier, so concepts like self-awareness and self-management feel concrete and trainable rather than abstract.

- Throughout the lesson you will practice three science-backed regulation tools you can use immediately at work: putting feelings into words, reframing situations to change their emotional impact, and using brief mindful pauses to widen your response window. By the end, you will be able to explain, in plain language, how emotion works in the brain and how that knowledge supports everyday EI skills in meetings, messages, and difficult conversations.
 - The four EI domains

- In this lesson you will turn the big idea of emotional intelligence into four concrete skill areas you can see and practice at work: self-awareness, self-management, social awareness, and relationship management. You will learn what each domain looks like in daily behavior, how they reinforce one another, and how to start building small, repeatable habits in each area.

- Through explanations, brief scenarios, and practice questions, you will connect these domains to moments you already experience: tense meetings, vague messages, tricky feedback, and cross-functional friction. By the end, you will have a simple mental map—Notice ? Name ? Choose ? Connect—that helps you navigate emotion and

relationships more deliberately in your workplace.

- Self-awareness in practice: vocabulary, values, triggers

 - In this lesson, you turn self-awareness into a practical skill set you can use every day at work. You will learn how to move from vague labels like “stressed” to precise emotional vocabulary, clarify the values that guide your decisions, and map your personal triggers and early warning signals.

 - Through explanations, examples, and short practice check-ins, you will connect inner clarity to better performance: clearer communication, fewer avoidable conflicts, and faster recovery when things go wrong—especially in hybrid and remote environments where misunderstandings are common.
 - Practical free-writing assignment

 - In this lesson you will turn the ideas from "Foundations and self-awareness" into short pieces of free writing. You will use real or realistic work moments to practice emotional vocabulary, values, triggers, and simple self-management tools.

 - Each exercise invites you to write in your own words, with room for creativity and honesty. Focus on clear, concrete stories that show how emotional intelligence shapes decisions, communication, and relationships at work.
 - Role-play and progress review

 - In this review lesson you will refresh the core ideas from the unit "Foundations and self-awareness" and apply them in a realistic workplace scenario. First, use flashcards to quickly revisit key concepts, tools, and definitions. Then, step into an interactive role-play where you practice self-awareness, self-management, social awareness, and relationship management in a high-stakes conversation.
-

- Use this lesson to consolidate what you have learned before moving on to the unit test and later course exams. Focus on precision in your language, clarity about your values and triggers, and practical behaviors you can carry back into your daily work.
 - Unit test
- Test your understanding of the Foundations and self-awareness unit from Emotional Intelligence in the Workplace. You will answer multiple-choice questions about core EI concepts, brain basics, the four EI domains, and practical self-awareness tools for real work situations.
 - Use this test to consolidate what you have learned before moving on to the next unit.

Unit 2: Self-management and social awareness

- In this short introduction you will connect what you learned about self-awareness in Unit 1 with the next step: steering your reactions and relationships in real work moments.
- Through simple examples and quick warm-up activities, you will meet the two pillars of this unit—self-management and social awareness—and see how they show up in everyday emails, meetings, and cross-cultural collaboration.
 - Emotion regulation and cognitive reframing
- This lesson helps you move from autopilot reactions to deliberate, values-aligned responses in the moments that matter at work. You will learn what emotion regulation really is (and is not), how the emotion process unfolds over time, and where you can intervene before, during, and after a spike.

- We will go deep on cognitive reframing (also called reappraisal): changing the story you tell yourself so your feelings and behavior better serve your goals. Along the way you will build a complete toolkit that combines body-based resets, attention skills, if-then plans, and values-based action, and you will practice applying these tools to realistic workplace scenarios, including digital and cross-cultural settings.
 - Responding vs reacting: impulse control, stress, and mindfulness

- In this lesson you will learn how to build a reliable pause between what happens and what you do next. You will explore the difference between reacting on autopilot and responding on purpose, practice practical impulse-control moves you can use in the heat of the moment, and learn how stress actually affects your brain when stakes feel high.

- You will also add simple, workplace-friendly mindfulness drills that sharpen your attention without requiring long meditation sessions. By the end, you will be able to steady yourself faster, choose better first sentences, and design your day so your best judgment shows up more often—especially when the pressure is real.

- Empathy and perspective-taking: cognitive vs emotional
 - In this lesson you will learn how to use both heart and head to understand others at work. We will unpack emotional empathy (feeling with people) and cognitive empathy (thinking into their world), show how each one helps and where they can backfire, and then combine them in a simple perspective-taking loop you can run in real conversations.
 - You will practice short scripts for reflecting feelings, asking sharp perspective questions, checking intent in digital channels, and setting compassionate boundaries so you can stay caring without burning out. By the end, you will be able to tune into what matters for others and move work forward with empathy, clarity, and respect.
 - Nonverbal cues, culture, and empathy pitfalls

- In this lesson you will learn how to read nonverbal cues more accurately, navigate cultural and identity differences without stereotyping, and avoid common empathy pitfalls that quietly derail collaboration. You will practice turning ambiguous signals into useful questions, designing remote interactions so tone is less likely to be misread, and using Cultural Intelligence and DEI-informed habits to keep your intent and impact aligned.
- By the end, you will have concrete language, micro-moves, and small process tweaks that help you stay curious instead of reactive, especially in hybrid and cross-cultural settings where cues are thin and power dynamics matter.

- Practical free-writing assignment

- In this practical free-writing lesson, you will turn real workplace moments into short reflections that apply the self- management and social awareness tools from this unit.
- By exploring your own triggers, choices, and relationships on the page, you will strengthen your ability to regulate emotion under pressure, read others more accurately, and set clear boundaries that keep collaboration effective and humane.

- Role-play and progress review

- In this review lesson, you will consolidate the self-management and social awareness skills from this unit. First, use flashcards to refresh key concepts like emotion regulation, reframing, mindfulness, empathy, cultural intelligence, and nonverbal cues.
- Then, you will enter a guided AI role-play that simulates a tense cross-functional roadmap review. You will practice pausing before reacting, asking high-leverage perspective questions, and balancing empathy with clear boundaries so you can move a real-world decision forward while protecting trust.

- Unit test

- This lesson is the unit test for Self-management and social awareness in the course Emotional Intelligence in the Workplace. It focuses on how well you can apply the tools from this unit in realistic workplace situations.
- You will answer scenario-based multiple-choice questions that cover emotion regulation, impulse control, mindfulness, empathy, nonverbal cues, cultural intelligence, and ethical use of these skills. Use what you learned in the unit to choose the single best response for each question.

Unit 3: Relationship management and EI leadership

- This short lesson introduces the heart of this unit: using emotional intelligence to steer relationships at work. You will see how self-awareness, self-management, and social awareness come together in real moments like tense meetings, difficult conversations, and hybrid calls where cues are thin.
- By the end, you will know what we mean by relationship management and EI leadership, where you will use these skills in your day-to-day work, and a few simple habits you can start trying this week before you dive into the deeper content lessons.
 - Difficult conversations and collaborative problem-solving
- In this lesson you will turn emotional intelligence into a concrete playbook for the moments most people dread: difficult conversations and high-stakes decisions. You will learn how to prepare with PREP, steady the room with CALM, and move discussions to clear outcomes with CLEAR.
- You will also practice a simple but powerful collaborative problem-solving loop (FOCUS), learn to move people from positions to interests, and see how decision tools like criteria-first debates, quick scoring, and small pilots keep friction from turning into gridlock. By the end, you will have language and structures you can use in real meetings this week.
 - Giving and receiving feedback
- In this lesson you will turn feedback from something people dread into a practical tool for learning and trust. You will see why some feedback improves performance while other feedback quietly harms it, how to separate appreciation, coaching, and evaluation, and how to use simple structures like SBI?I?N and feedforward so people know exactly what to keep and what to change.

- You will also learn how to receive even clumsy feedback without losing your center, how to reduce bias so feedback is fair, and how to adapt these skills to hybrid and remote work where tone is easy to misread. By the end you will have language, checklists, and mini-scripts you can use in your next real conversation.
 - Conflict styles with the Thomas–Kilmann model

- In this lesson you will learn how to use the Thomas–Kilmann conflict model as a practical map for handling disagreements at work. You will explore the five conflict styles—competing, accommodating, avoiding, compromising, and collaborating—through real-world examples and simple decision cues.
- By the end, you will be able to recognize your default style, choose the style that best fits a situation, and flex between styles using emotional intelligence. You will also see how power, culture, and hybrid work shape conflict, and practice using short scripts and tools that keep both results and relationships strong.
 - Leading with EI: hybrid teams, culture, psychological safety

- In this lesson you will learn how to lead with emotional intelligence in hybrid and remote environments, where people are spread across rooms, time zones, and screens. You will translate EI skills into concrete leadership behaviors: making meaning visible, running equitable hybrid meetings, and responding to missteps in ways that protect both dignity and performance.
- You will also learn what psychological safety really is (and is not), why it is a core driver of learning and results, and how to build it through everyday practices such as working agreements, decision hygiene, blameless learning, and clear digital body language. By the end, you will have practical tools to design an EI-friendly team culture where people can tell the truth, think together, and do their best work—no matter where they sit.
 - Practical free-writing assignment

- In this lesson you will turn the key tools from “Relationship management and EI leadership” into your own words. Through three short free-writing activities, you will plan a difficult conversation, craft a feedback message, and design a collaborative decision brief for a hybrid setting.
- The aim is practice, not perfection. You will have space to explore real or composite situations from your work, experiment with language that fits your voice, and connect emotional-intelligence concepts to the everyday moments where leadership is felt most strongly.

- Role-play and progress review

- In this review lesson you will refresh the most practical tools from the unit: difficult conversations, collaborative problem-solving, feedback, conflict styles, and EI leadership in hybrid settings. You will first use flashcards to quickly revisit key terms, frameworks, and phrases.
- Then you will step into a realistic role-play as a product lead guiding a tense cross-functional decision. You will practice lowering heat, naming criteria, flexing conflict styles, and protecting psychological safety so you can sound like your best self under pressure.

- Unit test

- This unit test checks how well you can use the tools and concepts from Relationship management and EI leadership, including difficult conversations, collaborative problem-solving, feedback, conflict styles, and leading in hybrid settings.
- Answer each multiple-choice question based on what you learned about frameworks such as PREP, CALM, CLEAR, SBI?I?N, FOCUS, psychological safety, and EI leadership behaviors.

Unit 4: Course wrap-up

- Final exam

- This final exam checks how well you can apply the emotional intelligence tools and concepts from the whole course Emotional Intelligence in the Workplace. You will answer multiple choice questions and complete one short written assignment about realistic work situations.
 - Read each question carefully and choose the single best answer based on what you have learned.