

## **Communicating with Emotional Intelligence Certificate Program**

*This online learning program was developed by the NYS & CSEA Partnership for Education and Training for CSEA-represented NYS employees. It was designed for employees who recognize the value of using emotional intelligence skills in the workplace and will utilize those skills to improve their communications with others. Participants were required to successfully complete the following courses and achieve a passing grade of 70% or higher in each course.*

### ***Emotional Intelligence: Owning Your Emotions* .6 Hours**

Emotions arise within ourselves – through our complex brain circuitry that we sometimes call 'wiring.' We must be aware of our emotions in order to manage them, recognize them in others, and develop relationships. This course will help you identify examples of emotions, feelings, and moods, recognize actions and characteristics associated with emotional self-awareness, use knowledge of neuroscience and emotions to perform effectively, identify behaviors that can be practiced to cultivate emotional awareness, and use self-awareness to deal with emotional responses.

### ***Emotional Intelligence: Building Self-Management Skills* .5 Hours**

Probably the most essential skill involved in Emotional Intelligence is self-management. With self-management skills, you control the inward interpretations and outward behaviors associated with strong emotions. This course will help you recognize the chain of events leading to an emotional response and identify and utilize self-management techniques in emotionally charged and difficult situations.

### ***Emotional Intelligence: Being Aware of the Emotions of Others* .6 Hours**

You cannot achieve results by just focusing on yourself. Work is comprised of groups, teams, relationships, and networks. This course will identify work activities that rely on emotional awareness, the characteristics of emotional awareness in others and the use of emotionally intelligent listening skills. It will also address how to respond with empathy and become aware of the emotions of others.

### ***Emotional Intelligence: Applying EI at Work* .5 Hours**

This course is about applying emotional intelligence in the workplace – playing the role of an emotionally intelligent leader whether you have the title or not. This course will help you recognize uses for emotional intelligence in the workplace, manage conflict and stress using emotional intelligence, recognize traits of an emotionally intelligent influencer, use emotional intelligence to increase team effectiveness, and participate in and lead emotionally intelligent teams.

### ***The Impact of Situation and Style When Communicating with Diplomacy and Tact* 1 Hour**

Communicating with diplomacy and tact is more than a skill. It requires an awareness of your environment and style, and an ability to adapt to different situations. In this course, you'll see how conversations with different people in different situations can impact how you deliver your message, in terms of respect and sensitivity. By exploring the impact of environment, relationships, and communication style, this course shows you how to recognize the delicacy of different situations. It also demonstrates how you can adjust or adapt your communication style to ensure you communicate with diplomacy and tact.

### ***Interpersonal Communication that Builds Trust* .5 Hours**

Communication works best when your intention is clear, your audience is engaged, and your verbal and nonverbal behaviors are respectful. When you hit these notes, you'll build trust with the people you communicate with. In this course, you'll explore how a clear intention drives a communication, and how understanding your audience ensures that the message gets delivered. You'll also learn how verbal signals, nonverbal behavior, and emotional intelligence can help make or break your communications.

### ***Communication Challenges: Navigating Choppy Waters***

***.4 Hours***

Everyone has experienced miscommunication. Communication gets tough when the message is difficult. And because these challenges typically involve emotions such as hurt, anger, or confusion, it's not uncommon for people to avoid one another or shut down. In this course, you'll examine some common communication challenges and how you can successfully navigate them.

### ***Being a Receptive Communication Partner***

***.4 Hours***

Interpersonal communication is a two-way street. When you're on the receiving end of a communication, you must try to be receptive and understand what was intended. This requires two essential skills that most everyone finds challenging to keep sharpened: listening and questioning. In this course, you'll work on sharpening those skills – as well as on getting yourself in the right receptive mind-set for communicating.

### ***Culture and Its Effect on Communication***

***1 Hour***

Effective communication is always a challenge, and when diverse cultures are introduced, good communication can become even more challenging. This course attempts to explain various dimensions of a culture and how they affect the communication between individuals from different cultures. The course takes you through the communication styles for high or low-context situations and provides some key guidelines to improve your cross-cultural communication based on Hofstede's cultural dimensions model.

### **Foundational Competencies**

Workplace development competencies are job-based skills employees need in order to succeed across a wide variety of occupations. Having completed this certificate, you have enhanced your skills in one or more competency areas. You can learn more about these competencies by visiting the [Workforce Development Competencies](#) webpage. This certificate assisted you in developing the following competencies:



Communication and Interpersonal Relations



Critical Thinking and Problem Solving



Professionalism and Self-Management