

## Social Intelligence

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.



Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants the advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

### Course Outline:

#### Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

#### Module Two: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

#### Module Three: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

#### **Module Four: Active Listening**

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

#### **Module Five: Insight on Behavior**

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

#### **Module Six: Interpersonal Communication**

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

#### **Module Seven: Social Cues (I)**

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

#### **Module Eight: Social Cues (II)**

- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

**Module Nine: Conversation Skills**

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

**Module Ten: Body Language**

- Be Aware of Your Movements
- It's Not What You Say, its How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

**Module Eleven: Building Rapport**

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study
- Module Eleven: Review Questions

**Module Twelve: Wrapping Up**

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations