



# BEHAVIORAL EQ<sup>®</sup>

## Developing Behavioral EQ<sup>™</sup>



### One-Day Course

#### AUDIENCE

Managerial, Sales & Universal

#### ASSESSMENTS AVAILABLE

Behavioral EQ Multi-Rater Profile

#### USE

Develop expertise in managing emotions to increase performance in the workplace.



#### WHY DOES EMOTIONAL INTELLIGENCE MATTER?

Emotional Intelligence is a concept focused on how effectively people work with others. These Emotional Intelligence skills are unique from a person's technical skills and cognitive abilities. Multiple studies have shown that Emotional Intelligence competencies account for the difference between star performers and average performers, particularly in positions of leadership:

- An insurance company found the average policy sold by one group of agents is \$54K, while another group sold policies with an average of \$114K.
- The U.S. Air Force increased its ability to successfully predict recruiter success by three-fold and reduced recruiting expense by \$3 million.
- A study of more than 500 executive search candidates identified emotional competence as a significantly better predictor of placement success than intelligence or prior experience. Findings were consistent in all countries and cultures.

### EMOTIONAL INTELLIGENCE IMPROVES INDIVIDUAL AND ORGANIZATIONAL PERFORMANCE

Research has shown that Emotional Intelligence (EQ) improves performance in sales, leadership and recruiting. Just as important — EQ can be learned and developed. TRACOM's **Developing Behavioral EQ<sup>™</sup>** is a comprehensive one-day course for understanding EQ and putting these powerful skills to work. Participants will:

- Be aware of cognitive biases and how they affect their thinking and performance
- Identify the impact of Behavioral EQ on job performance
- Interpret the results of their Behavioral EQ Multi-Rater profiles
- Develop and practice strategies to improve their Behavioral EQ
- Create an action plan focused on developing their Behavioral EQ

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THE SOCIAL INTELLIGENCE COMPANY<sup>™</sup>

## THE PARTICIPANT PACKAGE INCLUDES:

Participant Workbook •  
Development Card • Individual  
and Team Commitment Cards

## ADMINISTRATIVE TOOLS FOR COURSE DELIVERY

Facilitating this course requires certification. You may choose to certify your own staff or use TRACOM's certified instructors.

## THE ADMIN KIT INCLUDES:

Facilitator Guide • Participant Package • Applications Guide • Resource Tools including PowerPoint Presentation, Session Evaluation Handout and Participant Certificate Template • Behavioral EQ Multi-Rater Profile Guide and Technical Report

## TRACOM IS THE SOCIAL INTELLIGENCE COMPANY

### What is Social Intelligence?

Social Intelligence focuses on the three key personal success factors: Emotional Intelligence, Mindset and Behavioral Style. Through years of research and proven methodology, the TRACOM Group has helped millions of people better understand themselves and identify strategies for more positive outcomes and professional success.

TRACOM also offers SOCIAL STYLE assessments and courses to improve interpersonal effectiveness. Our Adaptive Mindset courses and assessments develop the resiliency needed for the fast-changing global workplace.

Visit [tracom.com](http://tracom.com) for more information.



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### One-Day Course Agenda

- 8:30 AM** Introduction  
Agenda, Logistics, Agreements  
Strengths, Weaknesses, and Expectations
- 8:50** Why is Behavioral EQ Important?  
Group Exercise and Brain Systems  
Inspirational Person Exercise  
"What do you see?," Negativity Bias, Prehistoric Times Exercise  
Emotions and Behavior; Amygdala Triggers  
Scenario Exercise
- 9:45** Behavioral EQ Model<sup>™</sup>
- Emotional Intelligence – Self
  - Behavioral Intelligence – Self
  - Emotional Intelligence – Others
- 12:00 PM** *Lunch*
- 1:00** Behavioral EQ Model<sup>™</sup>
- Behavioral Intelligence – Others
- 1:40** Behavioral EQ Multi-Rater Profile
- 2:45** Development Strategies
- Individual Development
  - Team Development
- 4:30 PM** Session Summary and Conclusion

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