GO go skills **Emotional Intelligence**

GoSkills online course syllabus Thursday, May 1, 2025

Skill level

Beginner

Instructor Dan Gorgone

Pre-requisites

None

Video duration

Accredited by CPD

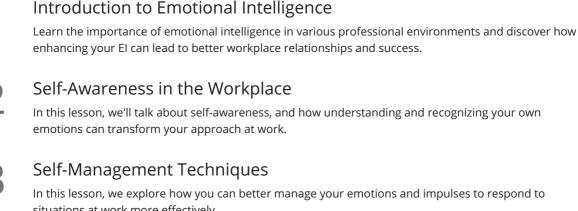
Estimated study time 4h for all materials

Core Emotional Intelligence Skills

Lessons

9

44m



In this lesson, we explore how you can better manage your emotions and impulses to respond to situations at work more effectively.



Enhancing Social and Cultural Awareness

Being able to read and interpret social cues and empathize with others are critical skills that help you navigate diverse work environments more effectively.



Relationship Management Skills

In this lesson, we talk about how you can improve your professional relationships and how the four components of EI all come together.

Applying Emotional Intelligence



Emotional Intelligence in Leadership

Emotional Intelligence can transform good leaders into great ones by enhancing their ability to inspire and drive their teams toward success.



Emotional Intelligence in Teamwork

It takes more than great skills for teams to be effective - how they understand and interact with each other is just as important. El can lead to a more cohesive and productive team environment.



Emotional Intelligence in Customer Service

In this lesson, we explore how EI helps us understand and meet our customers' emotional needs, and how it improves our ability to handle difficult customer interactions.



Improving Emotional Intelligence

We explore practical ways to enhance our emotional intelligence and discuss the role of feedback in our EI development.

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