



December 5, 2017

Emotional Intelligence Training

Presented By:

Dr. Sadie M. Winlock
President & CEO

Excerpts from: The Case for Emotional Intelligence Training by Peggy Yusten (8/1/15)



What is Emotional Intelligence?

Emotional Intelligence is the capacity to recognize one's thoughts and feelings as a way to make optimal decisions. It has been scientifically validated that the human brain processes and uses emotional information. While at one point business leaders suggested "emotions" were an impediment to thinking, researchers have found that emotions are critical to thinking as it includes competency in four areas: 1) self-awareness, 2) self-regulation (including self-motivation), 3) empathy, and 4) relationship skills.

The Akron Urban League identified emotional intelligence as a key to improving the ability of an individual to not only obtain a job but also to retain employment and pursue a long-term career. In seeking to include this in our training and development programs, we identified a best-practice methodology to incorporate this training in all of our job readiness and workforce development programs. We are now offering it to all Summit County agencies and organizations. Using evidence-based training, we can enhance the professional development and long-term investment employers make when hiring and training employees.

Personal Empowerment

When an individual is trained in emotional intelligence, they become personally empowered. The impact of this empowerment is increased performance. Dr. Daniel Goleman, who in 1995 wrote a best-selling book, *Emotional Intelligence*, reviewed competency training in over 200 companies and organizations worldwide. He found that only one-third of the difference between top performers and average performers is due to technical skill and cognitive ability. The difference between high achievers and those who struggle is directly related to emotional intelligence and the related competencies. In top leadership positions, over four-fifths of the difference was found to be due to emotional competence (Goleman, *Working with Emotional Intelligence*, 1998).



Training Emotional Intelligence

Murray, Jordan and Ashkanasy completed a two-year study providing evidence “that emotional intelligence can be improved through specific emotions-focused training interventions developed around the four branch model of emotional intelligence. In Belgium, a group of researchers found evidence-based emotional competency training can lead to sustainable improvements in several important life domains, including employability. Dr. Travis Bradberry suggests that emotional intelligence is the single biggest predictor of performance in the workplace.... “of all the people we’ve studied at work, we’ve found that 90% of top performers are also high in emotional intelligence. On the flip side, just 20% of the bottom performers are high in emotional intelligence.”

Twin Cities Rise! (TCR)

Twin Cities Rise! located in Minnesota has been offering training to other workforce development programs, non-profit organizations, educational entities through its Empowerment Institute for over ten years. Results have been phenomenal with testimonies from hospitals, school systems and correctional systems.

TCR’s Empowerment Institute is built on best practices and the research of Daniel Goleman and other academics and researchers including Peter Salovey, Psychologist and President of Yale University, and Jack Mayer. It was adapted from Dr. Stephen Stosny’s early works in the use of personal empowerment.

TCR trained all Akron Urban League employees and 4 employees as trainers of emotional intelligence or referred also as personal empowerment. Through this training we come to know that emotional intelligence as a stand-alone training is not the only predictor of success, but it is the combination of other competency training that addresses both the personal and social skills of an individual that is the best measurement of success.

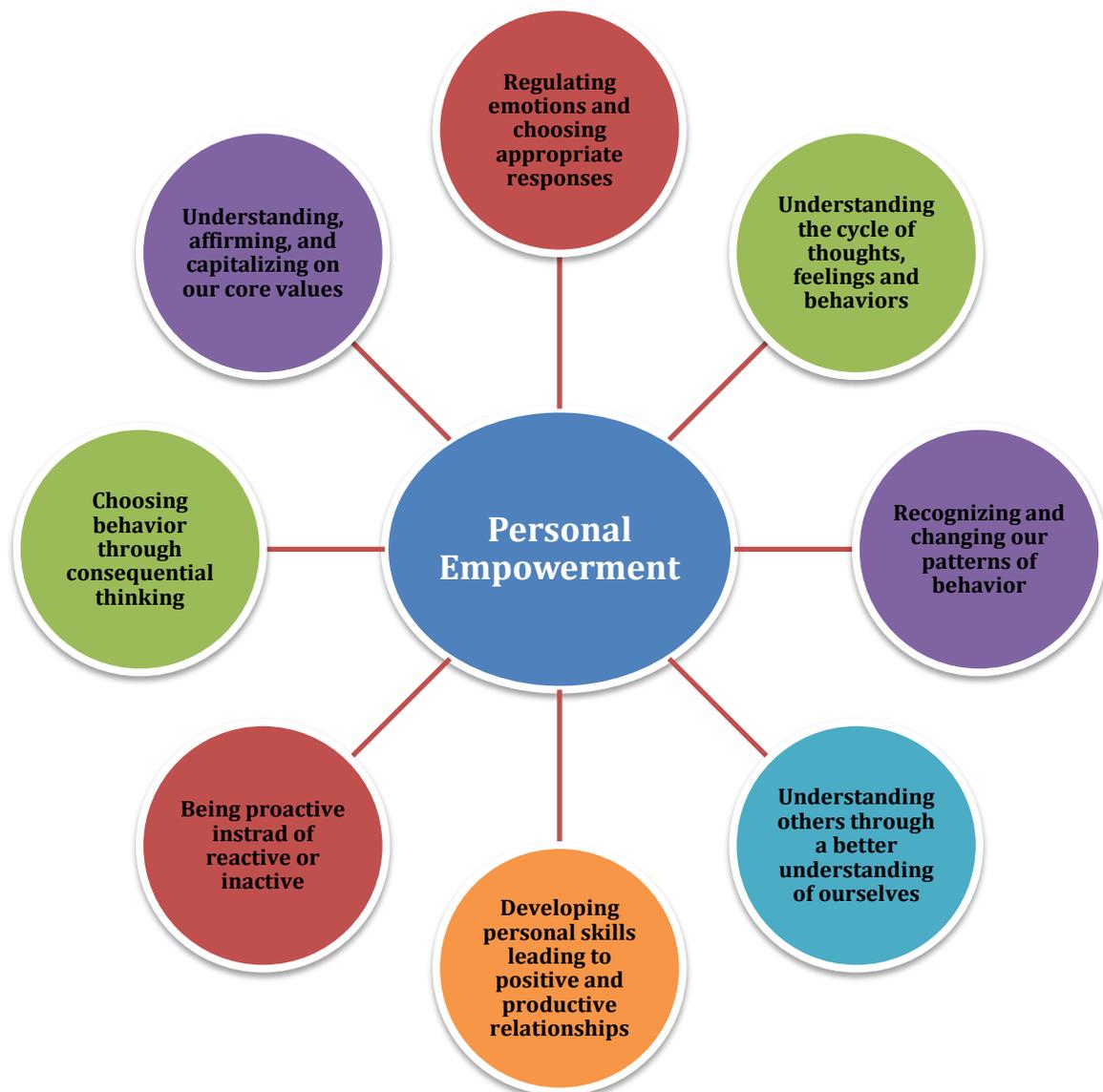
The League will cover but not limited to the following topics:

- Cognitive Restructuring
- Consequential Thinking
- Regulating Emotions
- Topographical Sensations Triggered by Emotions
- Detachment



Personal Empowerment Components

Training for leaders is 8 hours weekly over a 3-week period. For employees, the training is 6 hours per week over a 16-week period. The difference between the two training models is other training opportunities are included for the employee (job readiness, dress for success, financial management). The following illustrates the emotional intelligence training cycle components:





Proposal

Akron Urban League will provide personal empowerment training, specifically focused on emotional intelligence to any agency, corporation or organization in Summit County.

Timeframe:

The required training is 24 hours over a 30-day period. Participants must attend 8 hours weekly over a 3-week period, 2/ 4 hour sessions on Thursdays and Fridays. All training for any one employee must take place in consecutive sessions within one month selected.

The following is the calendar for training:

Month	Hours	Thursday	Friday
February	4 hours per session 2 days per week for three weeks	8, 15, 22	9,16,23
April	4 hours per session 2 days per week for three weeks	12, 19, 26	13, 20, 27
June	4 hours per session 2 days per week for three weeks	14, 21, 28	15, 22, 29
August	4 hours per session 2 days per week for three weeks	8, 15, 22	9, 16, 23
October	4 hours per session 2 days per week for three weeks	11, 18, 25	12, 19, 26

Requirements:

Participants must be full time employees, in a leadership position and open to professional development. They must attend all consecutive weekly sessions within the month assigned by employers (unless absent from work for illness – in this case a make-up session will be scheduled). Employee should be selected based on criteria developed by organization enrolling him/her in class.

Class Location:

Classes will be held either on-site at employee location or at the Akron Urban League (your option).

Tuition:

Tuition is \$500 per student participant.



Enrollment Period

The attached application should be submitted to the Akron Urban League, attention Edwin Hubbard, ehubbard@akronurbanleague.org. Application can be found on our website at www.akronurbanleague.org Application and tuition due dates for classes are listed below:

Month	Application Due Date	Tuition Due Date
February	January 30	February 5
April	March 30	April 5
June	May 30	June 5
August	July 30	August 5
October	September 30	October 5

Note:

- Employers enrolling 15 or more employees will receive a \$10 discount off of tuition for all employees over 15.
- We have slots for 20 participants per class in the calendar year 2018.



Emotional Intelligence

Akron Urban League

440 Vernon Odom Blvd
Akron, Ohio 44307

Phone: [330-434-3101]
Fax: [330-434-2716]

**Training
Participant
Application**

Personal Information

Name	Contact Information
	Phone
	Email

Address

Employer

Address

Current Position

Attended Emotional Intelligence Training Before	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Reason for Participating In Training

Check the Month Selected for Training

February	April	June	August	October	<input type="checkbox"/>

Signature	Date
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Fees

Individual	\$500
Groups	
10	\$4500
11 - 15	\$7500
16 - 20	\$9000
21 - 25	\$12,000
26 - 30	\$14,500
31 - 35	\$17,000
35 - 40	\$19,000
41 - 50	\$24,500