

FUNTASTIC TRAINING: EMOTIONAL INTELLIGENCE IS PART OF BASIC LEARNING

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Rather than merely an objective of a particular learning program, emotional intelligence needs to be integrated into the learning objectives of every course. Emotions are fundamental to learning, retention, and application. If they're just an afterthought, a large amount of the value of talent development is missed.

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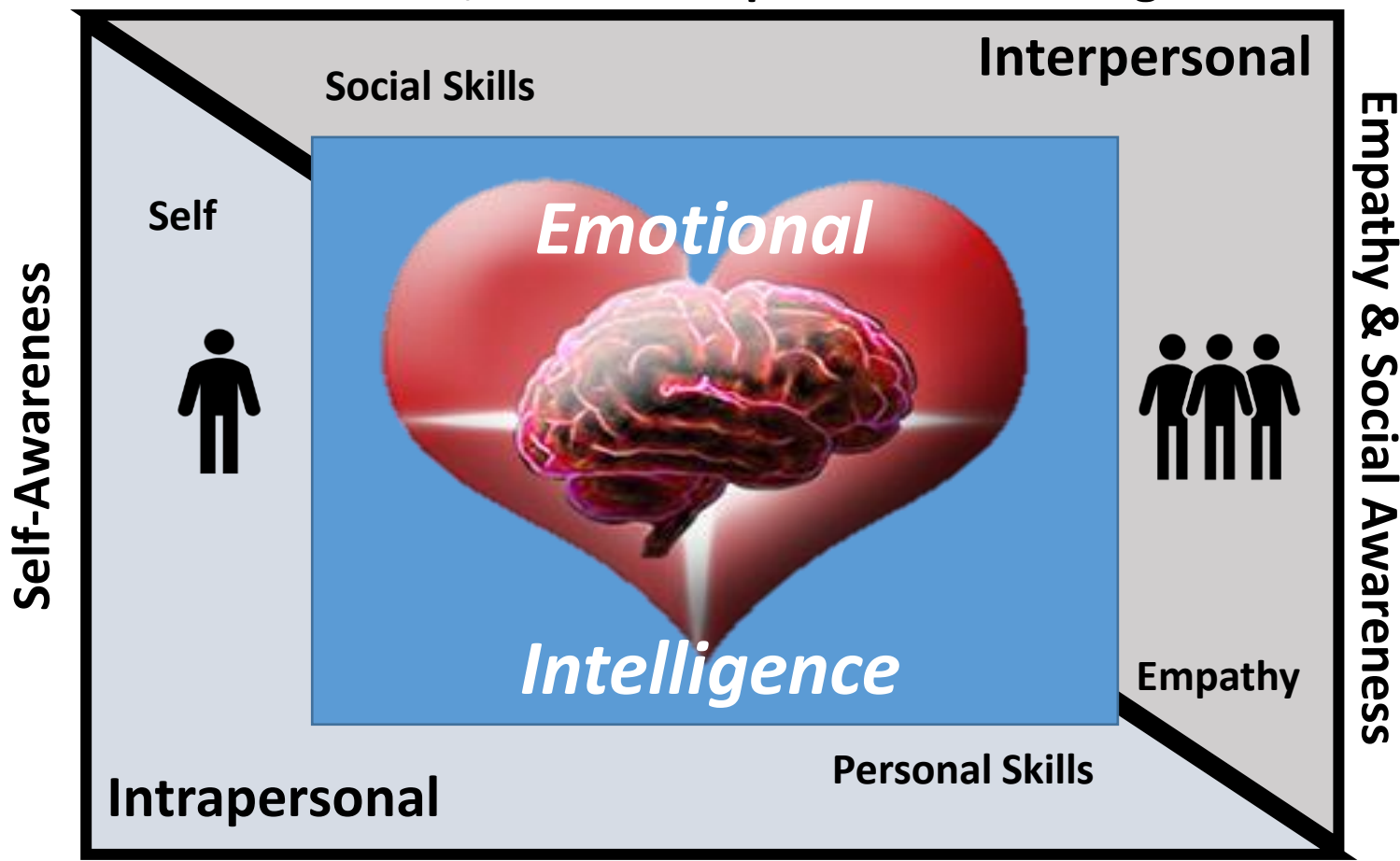
**Applying Emotional Intelligence for Personal and
Professional Success**

Collaboration,
Cooperation &
Teamwork

Leadership,
Influence &
Relationships

Negotiation &
Conflict
Resolution

Communication, Relationships & Social Management



Empathy,
Communication
& Soft Skills

Resonance
& Rapport

Service,
Compassion
& Kindness

Self-Esteem,
Worth, &
Assurance

Emotional Self-
Awareness &
Understanding

Relating
Cause &
Effect

Self-Management

Self-
Discipline &
Control

Flexibility,
Agility &
Adaptability

Self-
Motivation
& Optimism



Emotional Taxonomy of Learning



3-Stage Coaching Model & 10 Coaching Milestones





ROI

Did the training investment provide a positive return on investment?

Results

Did the training have a measurable impact on performance?

Impact

Did the learners behavior change as a result of the training?

Learning

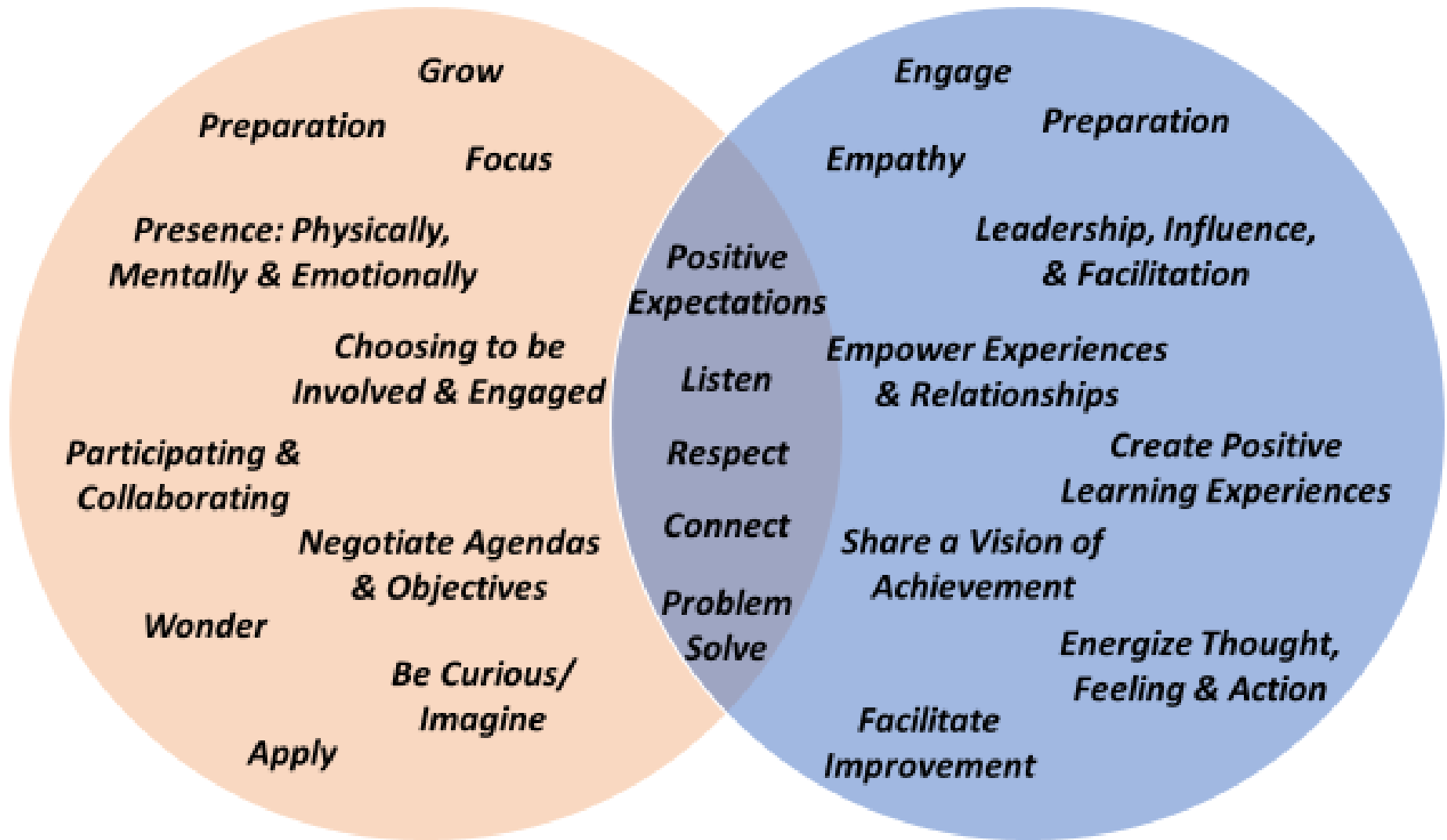
Did knowledge transfer occur?

Satisfaction

Did the learners enjoy the training?

What Learners Do

What Trainers Do



Co-Creating & Investing in Service Improvement & Value Added

*Calling/Purpose/Passion...Fun, Creativity, Collaboration
& Contribution (Higher Order Skills & Challenges)*

Mastery
*(unconscious
competence)*

*Curiosity, Exploration
Discovery & Adjustment/
Satisfaction/Reliability/
Independence/Confidence*

Practiced Proficiency
*(conscious
competence)*

“Wow!”

Second Nature

“Doh!”

Learning/Change

Basic Familiarity

*(conscious
incompetence)*

“Hmm?”

Awareness

*Tentative/Neutrality/Overcoming
Stress/Initiating Interest & Enthusiasm*

Unlearned

*(unconscious
incompetence)*

“Duh.”

Unawareness

*Negatives: Fear, Doubt,
Limitations, Questioning...*

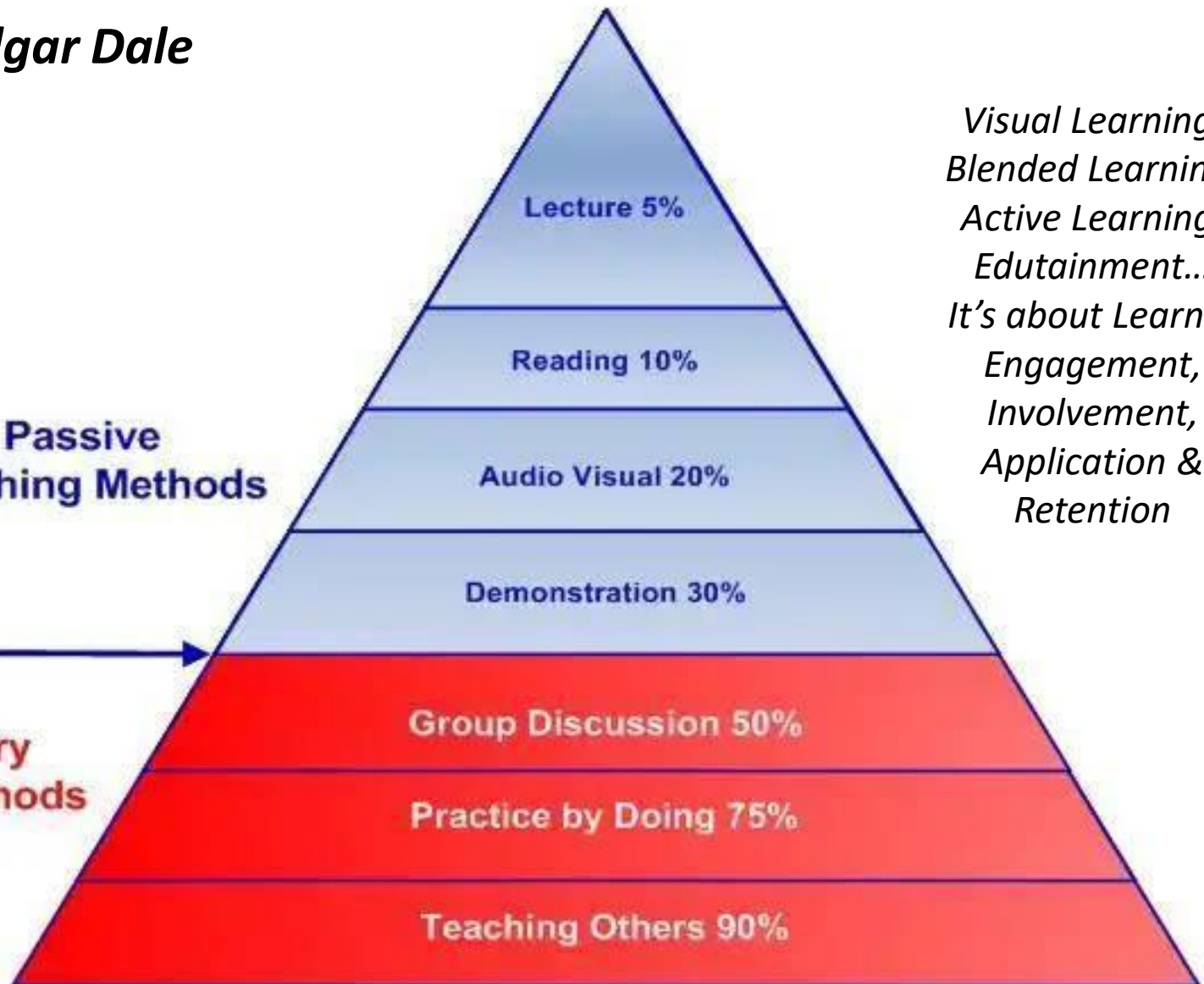
The Learning Pyramid

By Edgar Dale

**Passive
Teaching Methods**

*Visual Learning,
Blended Learning,
Active Learning,
Edutainment...
It's about Learner
Engagement,
Involvement,
Application &
Retention*

**Participatory
Teaching Methods**



*Be Deliberate with
Communication
(Especially Nonverbals)*

*Play, Gamify &
Share Experiences*

*Relate to Learning Styles
(Visual, Auditory,
Kinesthetic)*

*Choose **Active,**
Engaged Participation*

***Emotional
Learning***

*Personalize,
Resonate & Relate*



*Prioritize
Relationships*

*Coach & Create **Feed-
Forward Systems***

***Empathize** with
Learners*

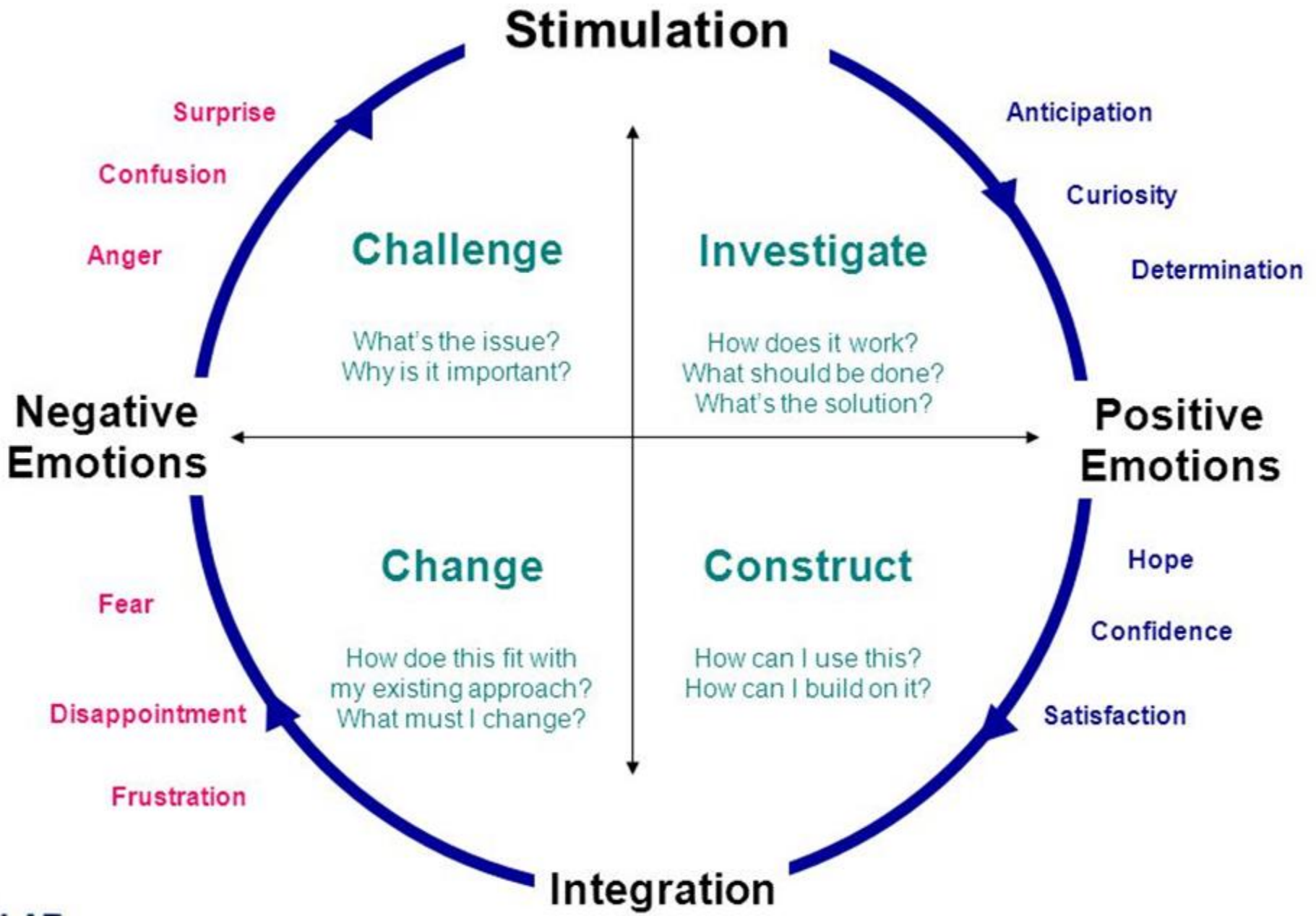
*Reinforce Application &
Positive Expectations*

*Support **Curiosity,**
Imagination,
Exploration & Creativity*

*Incorporate **Fun,**
Warmth & Humor*

*Share **Vision,**
Enthusiasm, Happiness
& Optimism*

Emotions and Learning Cycle



The Heart of Learning

Self

Social

Awareness

"I am"

Mindful/Knowledgeable
Confident/Self-Assured
Excited/Positive
Enthusiastic/Passionate
Happy/Energized

"I care"

Service/Considerate
Adds Value/Gives
Optimistic/Helpful
Sensitive/Appreciative
Involved/Kind

Management

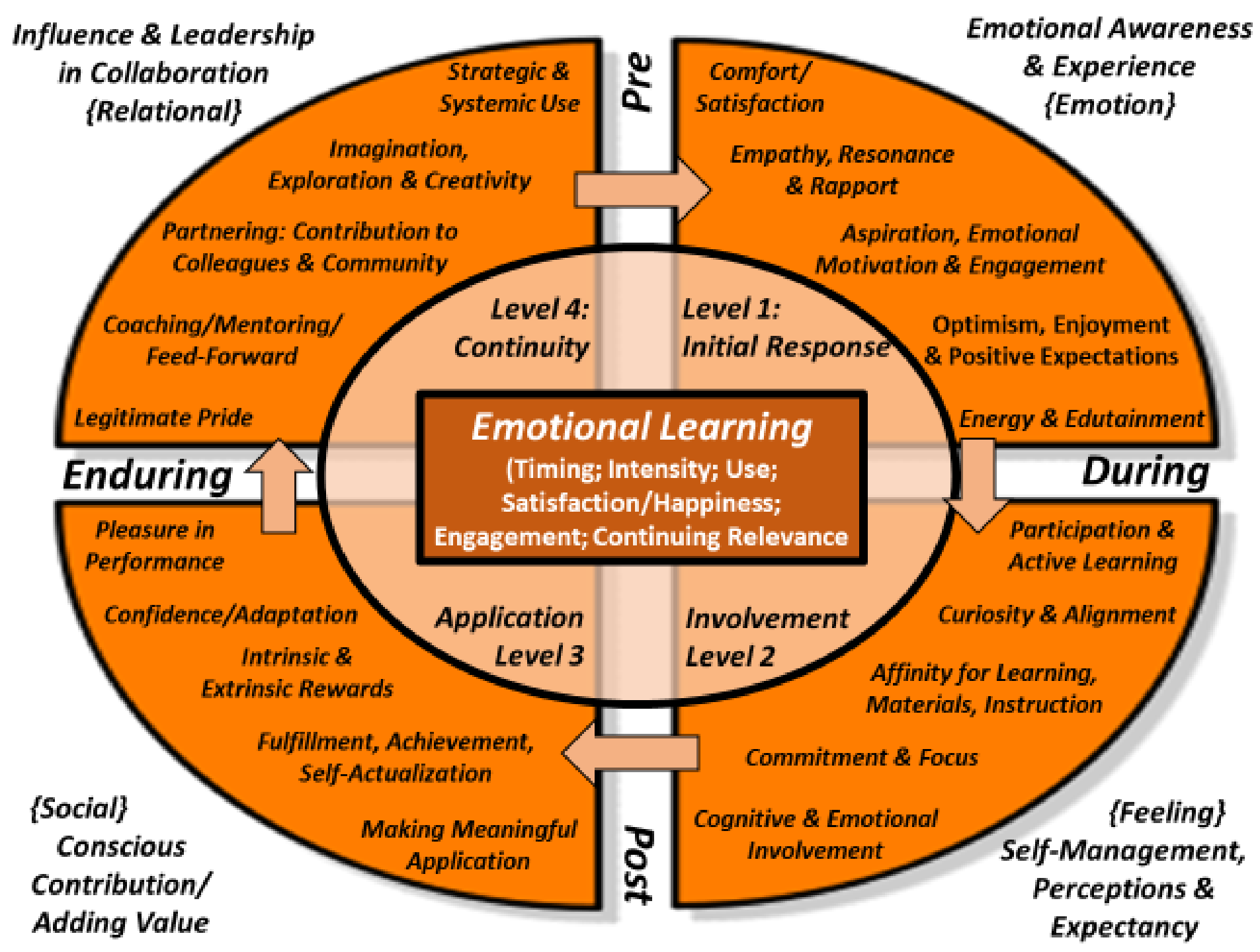
"I can"

Capable/Decision Making
Committed/Buy-in
Focused/Disciplined
Assertive/Invested
Agile/Adaptable/Growing

"I will"

Performance/Responsible
Engagement/Motivation
Improvement/Self-Actualizing
Application/Practical
Retention/Enhancing/Creativity





Coaching with Content.

Creating Positive
Change and
Meaningful
Improvement through
Emotional
Intelligence and
Positive Psychology

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