

# 204-O

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## Emotional Intelligence

Denise King, RN, MSN, CEN; rndenise@sbcglobal.net

**Upon completion of this course, the participant will be able to:**

1. Describe the benefits of emotional intelligence;
2. Define emotional intelligence; and
3. Identify at least three components of emotional intelligence.

I. Importance of Emotional Intelligence

- A. Personal leadership
- B. Leader versus great leader

II. Emotional Intelligence Definition

III. Components of Emotional Intelligence

- A. Self Awareness
- B. Self Regulation / Control
- C. Motivation
- D. Empathy
- E. Personal Influence
- F. Mastery of Vision
- G. Social Skills

IV. Emotional Intelligence Research

V. Benefits of Emotional Intelligence

VI. Improving you Emotional Intelligence