

Personal Development

Social Intelligence Course Outline:

Module One: Getting Started

- Housekeeping Items
- The Parking Lot
- Workshop Objectives
- Pre-Assignment
- Action Plans

Module Two: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study
- Module Two: Review Questions

Module Three: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study
- Module Three: Review Questions

Module Four: Active Listening

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study
- Module Four: Review Questions

Module Five: Insight on Behavior

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study
- Module Five: Review Questions

Module Six: Interpersonal Communication

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study
- Module Six: Review Questions

Module Seven: Social Cues (I)

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Module Seven: Review Questions

Module Eight: Social Cues (II)

- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study
- Module Eight: Review Questions

Module Nine: Conversation Skills

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study
- Module Nine: Review Questions

Module Ten: Body Language

- Be Aware of Your Movements
- It's Not What You Say, It's How You Say It
- Open Vs. Closed Body Language
- Communicate with Power
- Case Study
- Module Ten: Review Questions

Module Eleven: Building Rapport

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study
- Module Eleven: Review Questions

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations