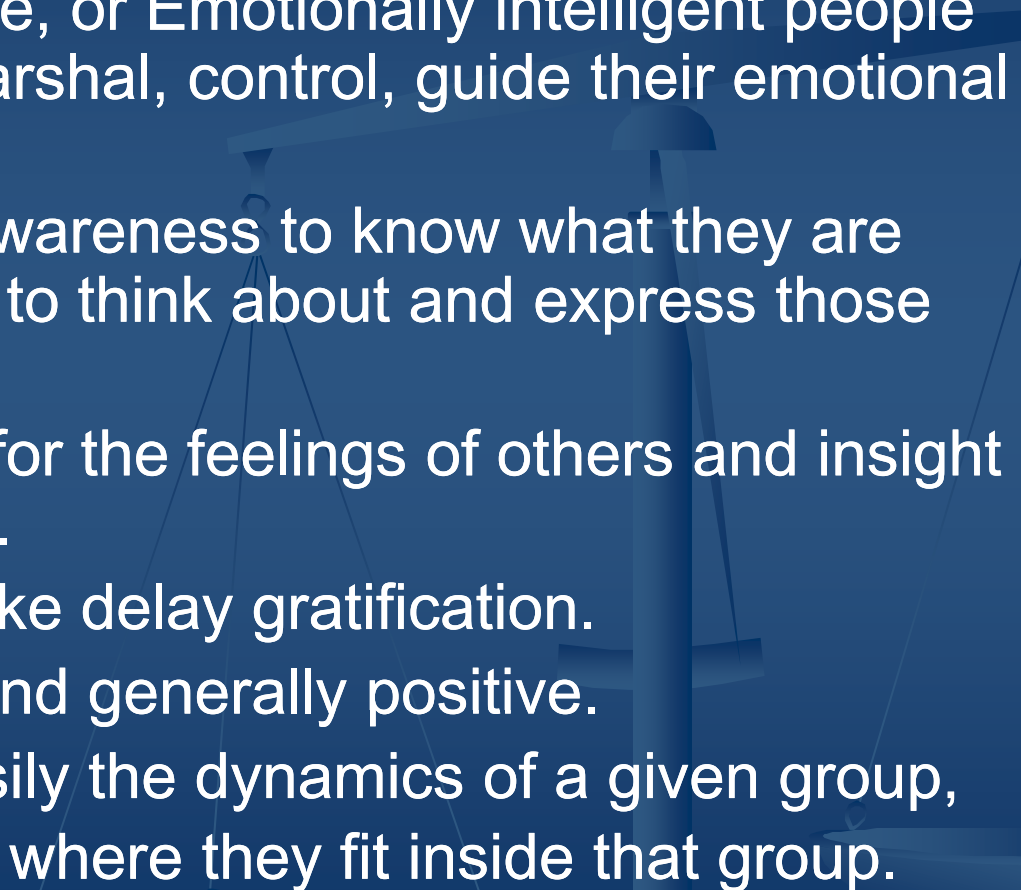


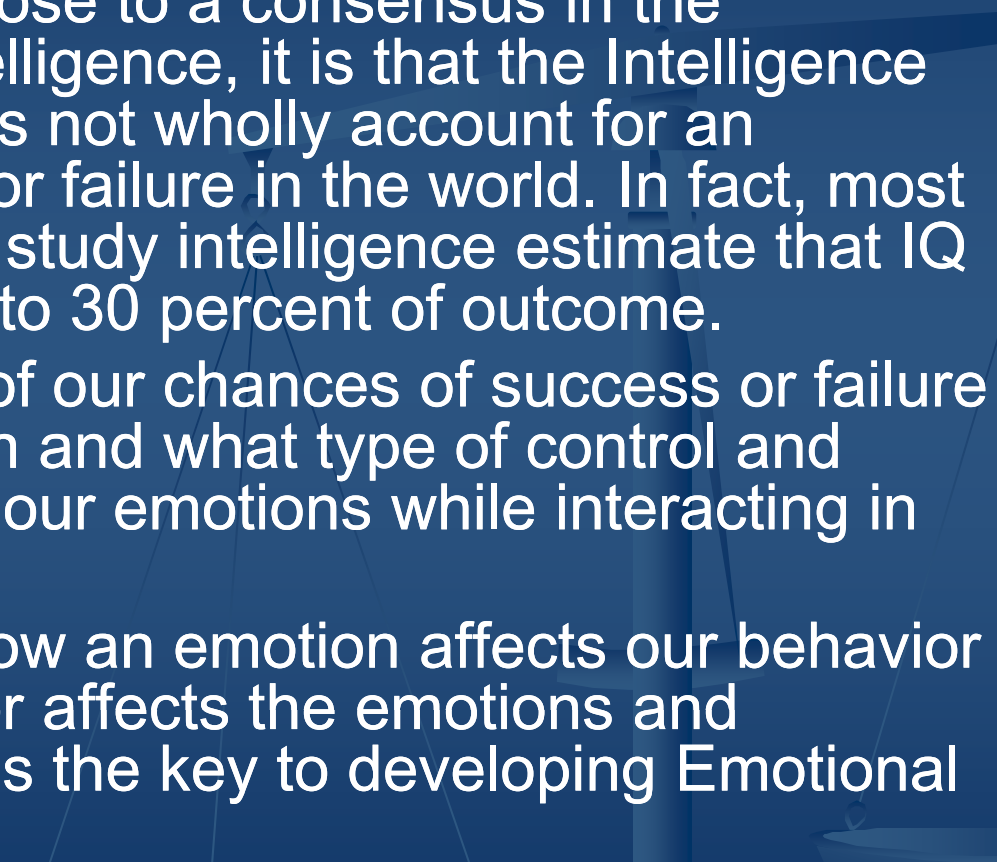
Developing Emotional Intelligence or EQ through Experiential Learning

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1. What is Emotional Intelligence?

- Emotional Intelligence, or Emotionally intelligent people have the ability to marshal, control, guide their emotional impulses.
 - They have the self-awareness to know what they are feeling, and are able to think about and express those things.
 - They have empathy for the feelings of others and insight into how others think.
 - They can do things like delay gratification.
 - They are optimistic and generally positive.
 - They understand easily the dynamics of a given group, and, most important, where they fit inside that group.
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2. Why is Emotional Intelligence important?

- If there is anything close to a consensus in the understanding of intelligence, it is that the Intelligence Quotient, or "IQ" does not wholly account for an individual's success or failure in the world. In fact, most social scientists who study intelligence estimate that IQ accounts for only 20 to 30 percent of outcome.
 - The remaining 70% of our chances of success or failure depend on how much and what type of control and power we bring over our emotions while interacting in society.
 - The cognizance of how an emotion affects our behavior and how our behavior affects the emotions and behaviors of others, is the key to developing Emotional Intelligence.
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3. What is Experiential Learning?

- Experiential Learning very simply means the learning you gain by 'experiencing' something. This is totally different from a 'classroom type' instructional learning session.
- A vivid example is a mother telling her child not to put his finger in the candle flame, this is an 'instructional' or IQ message. The child invariably puts his finger in and on getting burnt realizes, through 'experience', that his 'behavior' generated a burnt finger and its associated pain.

4. How does Experiential Learning training helps facilitate Emotional Intelligence development?

- At Experiential Learning training programs we create 'safe' environments where people experience how:
 1. Some one's behavior towards them OR a situation they are in, creates emotions in them and how those emotions in turn dictate responses.
 2. In turn how these responses create emotions in the group and how these emotions lead to group responses.
- Experiential learning shows how when we do not have control of our emotions, we end up acting in ways that are detrimental to our and the team/group success.
- This realization and a transfer back to the workplace helps increase the EQ of the individual and the group.