

10:15 a.m. - 11:45 a.m.

Concurrent Session 1K

*** Using Emotional Intelligence to build Resilience**

*One and a half (1.5) hours for Social Work CEU has been approved for this session.

Description and Objectives:

This program will highlight the importance of developing your Emotional Intelligence as a pathway to building and sustaining your personal resilience. There are four competencies to mastering emotional intelligence. These include: Self-Awareness, Self-Development, Social-Awareness, and Relationship Management. The majority of the content will be devoted to discussing Self-Awareness, the gateway competency.

Learning Objectives:

1. Compare the characteristics of a person with low emotional intelligence with the characteristics of someone with high emotional intelligence.
2. Define the term Triggers and explain how these affect your self-awareness.
3. Explain how one can unknowingly overuse a character strength in a manner that misrepresents them in the workplace.
4. State how developing your emotional intelligence can build and sustain your personal resilience.

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