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PHOENIX TS

# Professional Empathy

**BONUS! Cyber Phoenix Subscription Included:** All Phoenix TS students receive complimentary ninety (90) day access to the Cyber Phoenix learning platform, which hosts hundreds of expert asynchronous training courses in Cybersecurity, IT, Soft Skills, and Management and more!

## Course Overview

Phoenix TS' Instructor-led Professional Empathy course teaches essential EQ skills to participants, including topics such as how emotional health and physical health are related; techniques for using emotional intelligence in the federal workplace; how to understand different emotions and manage them; how to create a personal vision statement; and how to validate feelings in others.

## Schedule

Currently, there are no public classes scheduled. Please contact a Phoenix TS Training Consultant to discuss hosting a private class at 301-258-8200.

## Course Outline

### Session One: Course Overview

### Session Two: History of Emotional Intelligence

### Session Three: Emotional Intelligence Defined

- Definitions and Thoughts
- Making Connections

## Session Four: EI Blueprint

## Session Five: Optimism

- What is Optimism?
- ABC's of Optimism
- Pessimism vs. Optimism
- Adversities

## Session Six: Validating Emotions in Others

## Session Seven: Understanding Emotions

- Seven Human Emotions
- Positives and Negatives
- The Emotional Map

## Session Eight: Setting Your Personal Vision

- Defining your principles
- Understanding your values
- Considering your strengths and talents
- What's standing in your way
- Think in terms of relationships
- Creating your vision statement

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301-258-8200 – Option 2.

# GSA



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