



## **EQ Learning Management System (LMS) Training Overview**

LMS includes 10 modules of easy-to-understand content, including video and quizzes, to provide a complete understanding of EQ. This learning platform enables you to start using TTI SI's valuable tools to improve employee engagement and productivity.

### **Course Outline**

#### **Module 1: EQ Overview**

This module will provide a brief overview of your EQ course. The module also covers the definition of EQ and how the TTI SI EQ assessment can help you better understand yourself and your emotions as well as your awareness of others.

#### **Module 2: EQ History**

This module will provide a high-level overview of the theoretical underpinnings of Emotional Quotient. You will identify how EQ, in its relatively short lifespan, has developed into a major force in the psychological and business community. You will also see how TTI SI is working to further the science of EQ through continuous research.

#### **Module 3: The Dimensions of EQ**

In this module we take a deeper dive into the 5 dimensions of EQ: Self-Awareness, Self-Regulation, Motivation, Social Awareness and Social Regulation. We will categorize these dimensions into "self" and "others". You will also be provided with examples of both well-developed and underdeveloped attributes in each area.

#### **Module 4: The EQ Assessment**

This module dives into the actual TTI SI EQ assessment, providing information on how the EQ assessment questions were developed and how they lead to accurately identifying an individual's awareness and regulation of emotions.

#### **Module 5: The EQ Report**

The better you understand how to read the report, the more comfortable you will be during your debriefs, and the better you can guide others in the application of the results. This module will provide you with an overview of the report, including what is contained within each section.

#### **Mid-Training Review**

A combination of multiple choice, single choice and true/false questions to test your EQ knowledge.

#### **Module 6: Reading the EQ Wheel**

This module focuses on the EQ Wheel which is the visual representation of your EQ scores both overall and within each dimension. You will also be provided tips to help you develop your EQ in each of the 5 dimensions.

#### **Module 7: Idioms of EQ**

This module focuses on building the language of EQ. You will be provided with examples that explain emotion without the awkwardness of having to identify exactly how you are feeling to others. Use this new language within your workplace to develop a culture of well-developed EQ.



## **Module 8: The Debrief**

A good debrief can be life changing. Even though there are many different ways to conduct a debrief and many different situations for which they can be applied, there are certain themes that will help you maximize time with a report recipient. This module contains an actual debrief, edited for time, with helpful tips from one of our most experienced TTI SI staff members.

## **Module 9: Self**

### **Scenario 1: You're Fired**

Follow Lorie as she hears the unfortunate news that she has been let go. You see her go through the inner turmoil of understanding her feelings, but not having a care of how they affect her actions.

### **Scenario 2: Win the Lotto**

Poor Jack, he thinks he has hit it big in the lottery, and will now be able to invest the money and stop the layoffs! See his spin through his inability to understand his feelings and lack of control with how they impact his decision-making.

### **Scenario 3: Employee Conflict**

Will stops to chat with Andrea, who has been spreading gossip about who between the two of them will get laid-off. Will's calm demeanor shows his ability to both understand his emotions and control how they affect his communication.

## **Module 10: Others**

### **Scenario 1: Company Layoffs**

Out of touch Jack is back at it again. His inability to read the room, causes immediate chaos in the office when he announces that the company will be making some drastic changes.

### **Scenario 2: Single Promotion**

With all of the office upheaval, a bit of good comes with the opportunity for promotion. Unfortunately, only one manager spot is available. Watch Will de-escalate a potentially awkward situation.

### **Scenario 3: Coffee Break**

Andrea is excited, and has to tell someone. Unfortunately, the only person available is Lorie. Although she understands Lorie might be upset, she chooses not to help bring Lorie up, but focus only on her "very exciting" news.

## **Final Review**

A combination of multiple choice, single choice and true/false questions to test your EQ knowledge.