I. Emotional Intelligence

A. What is emotional intelligence?

B. Personal competencies

C. Skills in emotional intelligence

D. Benefits of emotional intelligence

II. Critical Thinking

A. What is critical thinking?

1. Why is it important?

2. Curiosity

3. Flexibility

B. Critical thinking mistakes

1. Rationalization

2. Emotional thinking

C. Critical thinking with EEE

1. Examine

2. Explore

3. Evaluate

III. Employee Motivation

A. What is motivation?

B. The foundation of motivation

1. Community

2. Influence

3. Openness

C. Theories of motivation

1. Maslow’s hierarchy of needs

2. McGregor’s theory X and theory Y

D. Creating a motivating environment

E. Motivation myths

F. Basic principles to remember about motivation

IV. Leading Others Through Change

A. Introduction to change

B. Why does change fail?

C. What helps change efforts succeed?

D. ACT to lead change

1. Assess the change

2. Create a plan

3. Transition the change