

# Mastering Team Emotional Intelligence™

## Better EQ Means Better Teams

Much of what is accomplished on the job is rarely done in a vacuum. In fact, the bulk of work at organizations is carried out by teams, and teams are made up of people with varying levels of emotional intelligence. Just like an individual, a team can be emotionally intelligent. Your team’s performance is measured by what they accomplish as a group, and you can increase your team’s efficiency and effectiveness by developing their team EQ.

EQ at the team level means members of the group are able to interact well with one another, and cross-functionally with people in other departments, on other teams, and even outside the organization. Teams whose members recognize unproductive emotions when they surface and manage them constructively will overcome interpersonal and inter-team challenges to achieve peak performance. High EQ teams make better decisions, foster a positive working environment, and adapt better to unplanned surprises (i.e., work changes to virtual, people come and go, priorities change, or competition grows).

The team that handles their emotions well and builds healthy relationships is tapping into four core team EQ skills: emotion awareness, emotion management, internal relationship management, and external relationship management.



On a high EQ team, better awareness of emotions (emotion awareness) opens doors for team members to respond better (emotion management). By fostering positive working relationships within the team (internal relationship management), team members are better equipped to influence others and build relationships outside the team (external relationship management).



Research shows that teams that continually hone these skills can increase their ability to achieve goals, collaborate cross-functionally, build trust, establish group cohesion, complete tasks quickly, and manage stress during emotionally charged situations. TalentSmartEQ’s *Mastering Team Emotional Intelligence™* does just this.

## MASTERING TEAM EMOTIONAL INTELLIGENCE

### A Closer Look...

In the *Mastering Team Emotional Intelligence* program, your intact teams have a safe environment in which to discuss strengths and development opportunities as they discover the role that emotions play in team performance.

# Mastering Team Emotional Intelligence (continued)

## What the Day Entails

This half-day program can be facilitated virtually or in-person by a TalentSmartEQ Master Facilitator.

## During the Session, Participants:

- Draw from the experience of team members in the room to raise their team emotion awareness
- See and hear what team emotional intelligence looks and sounds like
- Discover their current team EQ skills from their Emotional Intelligence Appraisal® - Team Edition results
- Discuss their team's strengths and development opportunities
- Explore 55 Team EQ strategies for managing emotions and relationships both inside and outside the team
- Develop a Team EQ Action Plan and next steps for how to check in on progress and when to re-measure the team's skills

## Attendees in *Mastering Team Emotional Intelligence* Receive:

- Emotional Intelligence Appraisal - Team Edition (1 assessment administered to entire intact team)
- Mastering Team EQ Insight & Action Guide
- 55 Team EQ Strategies Job Aid



To bring the *Mastering Team Emotional Intelligence* program to your organization, call TalentSmartEQ today at 1-888-818-SMART, or visit [www.TalentSmart.com](http://www.TalentSmart.com)