**Training fiche**

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| **Title** | Emotional intelligence and well-being in the business context |
| **Keywords (meta tag)** | Emotional intelligence, well-being, entrepreneurs, business, MSMEs |
| **Provided by** | IDP |
| **Language** | English |
| **Training area (X where applicable)** |
|  | Innovation & Servitization |
|  | Digital Transformation |
|  | Localization |
|  | Sustainability |
| **ESCO competencies and skills** |
| * Transversal skills and competences
	+ Social and emotional skills
	+ Critical thinking
	+ Analytical thinking
	+ Problem-solving
	+ Self-management
	+ Business management
	+ Adaptability
	+ Resilience
	+ Creativity
	+ Networking
	+ Initiative
	+ Flexibility
	+ Openness
	+ Understanding complexity
	+ Cooperation
	+ Empathy
	+ Innovation
	+ Leadership

 * Skills
	+ Technological skills
	+ Product marketing
	+ Digital marketing
	+ Digital skills
	+ Communication
	+ Cooperation
	+ Emotional intelligence

 * Knowledge
	+ Business management
	+ Online learning and training
	+ Advertising
	+ Cloud computing
	+ Big data
	+ E-commerce
	+ Artificial intelligence
	+ IoT
	+ Digital literacy
	+ Cybersecurity
	+ Data mining and analysis
	+ Sustainability
	+ Well-being
	+ Climate change
	+ Social media management
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| **Teaser** |
| “Did you know that 90% of the most successful people have a high Emotional Quotient (EQ)? Did you know that only one-fifth of European companies find secret to combining optimal workplace wellbeing and business performance?” |
| **Objectives / goals / learning outcomes** |
| By the end of this module, you will have a comprehensive understanding of the concepts of emotional intelligence and well-being. This includes their definitions and key components, as well as the relationship between these two concepts and how they impact personal and professional success. You will also learn about the importance of emotional intelligence and the steps to take to develop these skills. Additionally, the significance of well-being in the workplace will be emphasized and you will be taught ways to enhance well-being within a company. |
| **Description** |
| This training module covers the concepts of emotional intelligence and well-being, exploring their definitions, key components and the relationship between them. Unit 2 focuses on developing emotional intelligence skills for entrepreneurs, while Unit 3 explores ways to enhance well-being in a business context and provides recommendations for entrepreneurs. The goal is to understand the importance of both emotional intelligence and well-being for personal and professional success. |
| **Checklist of benefits for entrepreneurs** |
| ✓ improved relationships with employees, customers, and partners. Emotional intelligence allows individuals to better understand and manage their own emotions and the emotions of others, leading to more effective communication, collaboration, and conflict resolution.✓ improved employee satisfaction and motivation. When employees feel valued and supported in terms of their well-being, they are more likely to be engaged and motivated in their work, which can lead to increased productivity and overall success for the business.✓ Improved employee morale and job satisfaction, leading to increased productivity and reduced turnover. |
| **Contents arranged in 3 levels** |
| **Module: Emotional intelligence and well-being in the business context****Unit 1: Introduction to emotional intelligence and well-being****Section 1.1: Overview on the concept of emotional intelligence**Emotional intelligence is the ability to recognize, understand, and manage our own emotions, as well as the emotions of others.5 Key components: * Self-awareness,
* self-regulation,
* motivation,
* empathy,
* and social skills (or communication)

Why is Emotional Intelligence Important?* Improves communication and relationships
* Enhances decision-making and problem-solving
* Facilitates personal and professional success

**Section 1.2: Overview on the concept of well being*** Well-being is state of being healthy, happy, and prosperous.

Key components: * Physical well-being
* Emotional well-being
* Social well-being
* Spiritual well-being

Why is Well-being Important?“* Improves overall quality of life
* Enhances emotional and mental health
* Increases resilience and ability to cope with stress

**Section 1.3: How Emotional Intelligence and Well-being are related?*** Emotional Intelligence is a key component of well-being
* Well-being can be enhanced by developing emotional intelligence skills
* Both are important for personal and professional success

**Unit 2: Emotional intelligence for entrepreneurs****Section 2.1: How develop emotional intelligence?**1. Self-awareness: Understand your own emotions, triggers, and behaviors. Keep a journal or practice mindfulness techniques to increase self-awareness.
2. Self-regulation: Learn to manage and control your emotions, rather than being controlled by them. Develop techniques such as deep breathing, meditation, or exercise to help regulate emotions.
3. Empathy: Practice putting yourself in other people's shoes and understanding their perspective. This can be done through active listening, asking questions, and being present in conversations.
4. Social skills: Improve communication, collaboration, and conflict resolution skills. Take a class or workshop, or practice in your personal and professional relationships.
5. Motivation: Understand what drives you and set goals that align with your values and passions. Use positive self-talk and visualization to stay motivated.
6. Practice: Emotional intelligence is a skill that can be developed over time with practice. Regularly reflect on and work on your emotional intelligence skills, and seek feedback from others.

**Section 2.2: Recommendations for entrepreneurs**1. Prioritize self-awareness: MSMEs owners should take the time to understand their own emotions, triggers, and behaviors. This will help them make better decisions and communicate more effectively.
2. Practice active listening: MSMEs owners should practice active listening with their employees and customers. This will help them understand the perspectives of others and build trust.
3. Encourage team building: Regular team building activities can help small business owners improve their social skills and build a positive work culture.
4. Promote a positive work culture: A positive work culture is essential for emotional well-being. MSMEs owners should encourage a culture of kindness, support, and open communication.
5. Set clear goals: MSMEs owners should set clear, measurable goals for themselves and their employees. This will help them stay motivated and focused on what is important.
6. Emphasize self-care: Small business owners often have a lot of responsibilities and can experience high levels of stress. MSMEs owners should prioritize self-care and to make sure they are taking care of their physical, emotional, and mental health.
7. Provide training: MSMEs owners should participate and encourage staff to take part in training on emotional intelligence and well-being to develop these important skills.
8. Encourage feedback: MSMEs owners should seek feedback from their employees and customers, as well as to give feedback in a constructive and supportive manner.

**Unit 3: Well-being in enterprise****Section 3.1: How improve well-being in a business context?** 1. Promote a healthy work-life balance: Encourage employees to take regular breaks, leave work on time, and disconnect from work when they are not at work. This will help reduce stress and improve overall well-being.
2. Encourage physical activity: Encourage employees to incorporate physical activity into their daily routine. This can be done by providing gym memberships, encouraging walking meetings, or providing opportunities for team sports.
3. Provide mental health support: Provide access to mental health resources, such as an employee assistance program (EAP) or counseling services. This will help employees who may be experiencing stress, anxiety, or depression.
4. Cultivate a positive work culture: Create a positive work culture that promotes respect, open communication, and collaboration. This will help employees feel valued and supported, which will improve overall well-being.
5. Encourage mindfulness: Encourage employees to practice mindfulness techniques such as meditation or yoga. This will help them stay focused and reduce stress.
6. Provide opportunities for growth and development: Provide opportunities for employees to learn new skills and take on new challenges. This will help them feel engaged and motivated, which will improve overall well-being.
7. Encourage social connections: Encourage employees to build social connections with their colleagues. This can be done by organizing team-building activities, encouraging employees to take lunch together, or organizing after-work events.
8. Encourage feedback: Encourage employees to give and receive feedback in a constructive and supportive manner. This will help them feel heard and valued, which will improve overall well-being.

**Section 3.2: Recommendations for entrepreneurs**1. Promote healthy work-life balance by encouraging employees to take regular breaks and disconnect from work outside of office hours.
2. Encourage physical activity by providing opportunities for employees to exercise, such as a gym membership or group fitness classes.
3. Provide mental health support by offering employee assistance programs, counseling services, or access to a therapist.
4. Cultivate a positive work culture by fostering open communication, recognizing employee achievements, and promoting a sense of community among team members.
5. Encourage mindfulness by providing resources for meditation or yoga, and promoting stress-reduction techniques such as deep breathing exercises.
6. Provide opportunities for growth and development by offering training programs, mentorship, or tuition reimbursement.
7. Foster social connections by organizing team-building activities, encouraging employees to form work friendships, and promoting a sense of belonging among the team.
8. Encourage feedback by creating a system for employees to provide anonymous feedback, and acting on suggestions for improvement.
9. Prioritize safety by ensuring that the workplace is free from hazards, and promoting safe work practices among employees.
10. Encourage healthy habits by providing healthy food options, promoting regular health screenings, and encouraging employees to get enough sleep and maintain a healthy diet.
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| **Contents in bullet points** |
| * Emotional Intelligence and well-being are important for overall health and happiness.
* Developing emotional intelligence skills can enhance well-being.
* Investing in emotional intelligence and well-being is an investment in yourself.
* Check your level of emotional quotient to see where you are doing well and where you should improve.
* Improving emotional intelligence involve becoming self-aware, regulating emotions, practicing empathy, improving social skills, finding motivation, and regularly practicing and seeking feedback. By consistently working on these skills, individuals can improve their emotional intelligence and overall well-being.
* To improve emotional well-being in small businesses, owners should prioritize self-awareness, active listening, team building, a positive work culture, clear goal setting, and self-care, while providing training and encouraging feedback
* Small businesses can promote employee well-being by focusing on work-life balance, physical activity, mental health, positive culture, mindfulness, growth, social connections, feedback, safety, and healthy habits.
* MSMEs should support physical & mental health: Encourage physical activity, provide mental health resources, and offer opportunities for growth.
* Foster a positive culture is crucial in business: Cultivate a positive work culture that promotes open communication, collaboration, and mindfulness, and that supports employee well-being.
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| **5 glossary entries** |
| **[Emotional Intelligence].** [Emotional intelligence is the ability to recognize, understand, and manage our own emotions, as well as the emotions of others.]**[Well-being].** [Well-being is state of being healthy, happy, and prosperous]**[Self-awareness].** [elf-awareness is the ability to recognize and understand one's own emotions, thoughts, and behaviors, and how they impact oneself and others.]**[Self-regulation].** [Self-regulation refers to the ability to control one's thoughts, emotions, and behaviors in order to achieve personal goals, conform to social norms, and maintain overall well-being.]**[Empathy].** [Empathy is the ability to understand and share the feelings of others. It involves recognizing, comprehending, and responding to the emotions of others, which can lead to better relationships, improved communication, and greater compassion.] |
| **Bibliography and further references** |
| CEDEFOP. (2020) Workplace practices unlocking employee potential European Company Survey 2019. Available at: https://www.cedefop.europa.eu/en/publications/2228Daniel, B. (2019) *Emotional Intelligence in Business: Improve Emotional Intelligence at Work. Improve Leadership and Develop Your EQ. Unleash the Empath in You and Build Self Confidence* . United States: Orion Edition Ltd. Goleman, D. (2006) *Emotional intelligence: Why it can matter more than IQ*. New York: Bantam Books. Hesketh, I. and Cooper, P. (2019) *Wellbeing at work how to design, implement and evaluate an effective strategy*. London: Kogan Page Ltd. Safeer, R. (2023) *A cure for the common company: A well-being prescription for a happier, healthier, and more resilient workforce*. Hoboken, NJ: Wiley. [<https://eurac.com/free-emotional-intelligence-test/>](https://eurac.com/free-emotional-intelligence-test/) |
| **Five multiple-choice self-assessment questions**Upon completion of the validation mechanism with 75% of correct answers, users will be able to generate customised Certificate of Attendance and Certificate of Completion. | **Question 1. What is Emotional Intelligence?**Option a: The ability to recognize, understand, and manage only your own emotionsOption b: A state of being physically healthy and happyOption c: The ability to recognize, understand, and manage one's own emotions and the emotions of othersOption d: A measure of intelligence based on IQ tests**Correct option: c****Question 2. What is well-being?**Option a: Well-being is the state of being wealthy or financially prosperous.Option b: Well-being is the absence of physical pain or discomfort.Option c: Well-being is a synonym for good luck or fortune.Option d: Well-being is a state of being healthy, happy, and prosperous, including physical, emotional, social, and spiritual components**Correct option: d****Question 3. How can one develop emotional intelligence?**Option a: Developing emotional intelligence involves increasing self-awareness, managing emotions through self-regulation, practicing empathy, improving social skills, understanding motivation, and practicing regularly.Option b: Ignoring your emotions and not reflecting on them.Option c: Focusing only on technical skills and not improving interpersonal skills.Option d: Refusing to seek feedback and not practicing regularly.**Correct option: a****Question 4. What are some ways to improve well-being in a business context?**Option a: Encouraging employees to work longer hoursOption b: Not providing any mental health supportOption c: Discouraging physical activity and team-building activities.Option d: Encourage work-life balance, physical activity, mental health support, positive work culture, mindfulness, skill development, social connections, and feedback.**Correct option: d****Question 5. What MSMEs owners can should do to promote well-being in the workplace?**Option a: Boost work-life balance, encourage exercise, offer mental health aid, foster positive work environment, promote mindfulness, provide growth opportunities, foster social ties, encourage feedback, prioritize safety, and promote healthy habits.Option b: Neglecting work-life balance and not encouraging physical activity will improve well-being in the workplace.Option c: Not providing any mental health support is sufficient for promoting well-being in the workplace.Option d: Fostering a negative work culture and neglecting employee feedback is the best way to promote well-being in the workplace.**Correct option: a** |
| **Related material**  | [related material - field is to indicate the name of the ppt file that accompanies the file, so that when IWS uploads the materials to the backoffice, they are sure that they are uploading the correct files] |
| **Reference link** | RESTART\_PR3\_07\_IDP\_Emotional intelligence & wellbeing\_EN |
| **Video in YouTube format (if any)** | [video link if any] |