



Becoming Certified to Teach Behavioral EQ[®]



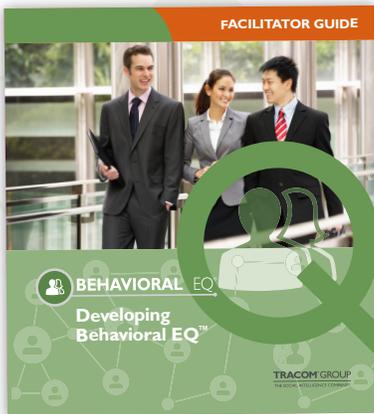
Certification Process and Resources

AUDIENCE

Trainers and Facilitators

USE

Certification is designed to provide all the knowledge and skills necessary to facilitate a Behavioral EQ[®] program. Certification is required when using multi-rater profiles.



WHY DOES EMOTIONAL INTELLIGENCE MATTER?

Emotional Intelligence focuses on how effectively people work with others. Emotional Intelligence skills are unique from a person's technical skills and cognitive abilities. Multiple studies have shown that Emotional Intelligence accounts for the difference between star performers and average performers, particularly in positions of leadership.

DELIVERY OPTIONS

- Web-based phone certification
- On-site certification as part of a Behavioral EQ program
- Web-based phone certification or on-site certification for previous Behavioral EQ program participants

TRACOM offers a variety of options to become a Certified Behavioral EQ facilitator. TRACOM Certification provides all the knowledge and skills necessary to facilitate any TRACOM Behavioral EQ program. Certification is required when using a multi-rater profile. It is recommended, but not required, when using a self-perception profile.

It is expected that all Certification participants have previous experience facilitating developmental workshops. Our program is focused on teaching the facilitator the fundamentals of Behavioral EQ. Certification also explains the resources that are available to create a productive Behavioral EQ learning environment.

TRACOM recommends, but does not require, that facilitator candidates enroll as participants in a Behavioral EQ class prior to beginning their Certification process. This gives invaluable insights into how the course and concepts are experienced by participants.

TRACOM CERTIFICATION RESOURCES

The **Behavioral EQ® Certification Guide** is the foundation of every certification. Using the guide, the master facilitator will cover core concepts of Behavioral EQ and provide opportunities for candidates to "teach back" what they've learned.

The **Developing Behavioral EQ™ Administration Kit** is the foundation of certification with a detailed description of the Behavioral EQ concepts and guidance for effectively facilitating the course.

The **Multi-Rater Behavioral EQ Profile Guide** is a thorough explanation of the Behavioral EQ Multi-Rater Profile from both the facilitator's and participants' perspectives. It shows how to use the Behavioral EQ Multi-rater profile to enhance the understanding and impact of Behavioral EQ training. By reviewing this report you will understand the important role that research plays in the Behavioral EQ Model.

The **Behavioral EQ Technical Report** reviews the research behind the Behavioral EQ Model.

Many TRACOM products may be purchased online. Visit tracom.com for more information.



BEHAVIORAL EQ®

Becoming Certified to Teach Behavioral EQ®



Certification Agenda

INTRODUCTION

- Certification Course Purpose
- Objectives
- Agenda
- Certification Process
- Your Expectations

WHY IS BEHAVIORAL EQ IMPORTANT?

- Emotional Intelligence vs. Behavioral Intelligence
- Research
- Emotions, Behavior and the Brain
- Negativity Bias and Emotional Triggers

THE BEHAVIORAL EQ MODEL™

- Emotional Intelligence – Self and Others
- Behavioral Intelligence – Self and Others

INSTRUMENTS AND PROFILES

- Core Concepts
- Facilitation Tips
- Profile Debrief
- Facilitation Practice Profile
- Reliability and Validity

DEVELOPMENT STRATEGIES

- Individual Development
- Team Development
- Additional Resources

TRACOM® GROUP

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