

Module 2 Learning Objectives

- Understand the Emotional Intelligence framework and recognize your EQ strengths and growth opportunities.
- Identify appropriate methods of communication for different situations.
- Engage in active listening skills with the intent of understanding and responding (vs. reacting).
- Use clear and succinct language and the right tone to deliver your message.
- Discuss and provide strategies for translating “legal risk” into language the business can understand.