

FREQUENTLY ASKED QUESTIONS

Are the courses asynchronous or synchronous?

Daniel Goleman Emotional Intelligence (EI) Courses are online, asynchronous, and released in weekly modules that include video, audio, reading, and reflection. You can pace yourself through each week in a way that best aligns with your schedule, while engaging with your cohort community and facilitator.

These courses foster a rich community of EI change-makers and are designed to optimize your Learner experience through a combination of engaging course content, skilled facilitators, and practical tools to help you bridge the gap between theory and action.

There will be seven 90-minute synchronous, live group check-ins with course facilitators, occurring every other week through the duration of the course. It is highly recommended to be at these sessions live, if you can make it; we provide recordings as well.

How are the courses facilitated?

Facilitators respond and engage daily with thoughts and questions learners share in the group chat. Everyone in each cohort shares thoughts and questions throughout the week in the group chat.

Facilitators also host 90-minute synchronous live group check-ins every other week (about seven in total through the duration of the course).

The purpose of these sessions is to strengthen the relationships among cohort members, make sure everyone is getting the most out of the platform, deepen understanding of the material, and invite feedback to help us continue to improve the Learner experience. It is highly recommended to be at these sessions live, if you can make it; we provide recordings as well.

If you need additional time to engage with your Facilitators and fellow Learners about the weekly content, please use the comments and messaging system in Dream See Do (the eLearning platform for Daniel Goleman Emotional Intelligence Courses).

What's the time commitment per day?

To optimize for meaningful learning, reflection, and application, every week's competency is divided into five or six days — with specific steps outlined for each day. You can expect to spend 15-30 minutes per day to go through the daily content and get familiar with the exercise/activity outlined, complete the exercise/activity, and share your reflection.

Often the activity will include noticing different aspects of your experience over the course of a day. We recommend planning to review the content in the morning, complete the activity during the day and leave your

reflection at the end of the day. Be sure to plan time to read and respond to the reflections from your fellow cohort members as well!

Can I be in the same cohort as a friend/colleague if we enroll together?

Yes, we would be happy to accommodate you. Once you and your friend/colleague/team have signed up for the course, please [contact us](#) with the names of everyone you would like to be placed in a cohort group with.

How is privacy handled regarding course interaction and participation within the eLearning platform, Dream See Do?

By default, your participation and interactions (responses, journal entries, videos, messages etc.) are shared only within your assigned group. As a Learner, you can customize your privacy settings to choose whether your response is visible in your group's activity feed (public), or visible only to you and the course instructor (private).

How long will I have access to the learning platform after completing the course?

Learners will have access to the platform (Dream See Do) until the end of the calendar month in which the course ends. Access can be extended at no additional cost. Please [contact us](#) to submit requests for additional time.

How can I get the best experience as a Learner to optimize my EI growth?

- **Commit to daily practice**

Similar to physical health and fitness, learning the concepts of emotional intelligence will only take you so far. The real growth only happens through application and behavior change. These courses are meant to be regularly consumed and easily digestible. The small dose of learning, practice, or reflection shouldn't take long each day and consistent practice in even these small increments can have a massive impact on our growth over time. You will get what you give in these courses. It is not a passive learning experience. It requires active engagement to get the most value in your own life.

- **Be engaged and curious in your learning**

In these courses, you enter a community of learners. Engagement with your fellow cohort members is not only a great way to receive support for your own journey, but also an excellent opportunity to apply your EI skills to supporting others. The more everyone embraces this shared opportunity/responsibility, the more everyone will benefit. Witnessing others and sharing our own experience compounds the learning experience for everyone. We are all truly the teacher and the student.

- **Use the Facilitator**

In addition to consistent practice and peer support from the community, having targeted support from trained professionals (facilitators) is a great resource to take advantage of — don't hesitate to reach out to them if you have questions or could use additional support.

- **Be a Force for Good**

Emotional intelligence works best when it is used in service of a higher purpose. Consider the broader impact that you can have on the people in your life and tap into your desire to be of benefit as motivation to inspire your practice.

- **Focus on the lifelong journey**

Be patient with yourself. Everything in your life may not change from a three-month course, but you can be confident that if you stick with it for the long run, the effects are truly transformative. Don't worry about trying to remember everything you learn about. Focus on the parts that are most relevant for you and trust yourself to get what you need from the experience.

What if I'm already very familiar with Dr. Goleman's work? Am I still a good fit for these courses?

These courses include the concepts and practices of Daniel Goleman's EI model that are critical to developing emotional intelligence. Some advanced learners may want a deeper dive. There is a library of rich, additional media resources at the end of each weekly module for those who want a more comprehensive understanding of the concepts. We recommend taking the courses with an EI-trained coach to hone your personal practices and raise your EI development to the next level. Please [contact us](#), preferably before registration opens, if you'd like to discuss your best next step in your EI journey.

Do I need to pass quizzes or exams to earn my digital badge?

There are no exams or quizzes. Badging is earned with successful completion of each course. Learners who complete the six-week Foundational Skills course or 12-week Foundational + Relational Skills courses will receive a verifiable digital badge to share on LinkedIn, Facebook, Twitter etc. We've partnered with Credly to make it easy for you to broadcast your EI achievements to your network.

What's the overall course timeline?

Please view this [Learner Guide](#) to better understand the course timeline, structure, and what you can expect.

I'd like to sign up my team. Is there a group rate discount?

We're happy to offer a 20% off group rate discount for 5 or more registrations on the two-course, 12-week cohort bundled journey (Foundational Skills + Relational Skills) [here](#). Simply enter promo code **GOLEMAN175** at checkout.

Is there a discount or scholarship for students, non-profits, etc.?

We want to support everyone who wants to invest in growing their emotional intelligence. Beginning in 2023, we plan to provide a discount for students, veterans, and nonprofits.

We will update this FAQ with more information as it becomes available. If you would like to explore flexible payment plans, please [contact us](#) for details.

How can I become a Daniel Goleman EI Certified Coach?

We no longer have a coaching certification program in place. If you'd like to become a coach, please feel free to explore credential options with the International Coaching Federation (ICF).

I registered for the courses, but I need to cancel. Can I get a refund?

We understand life – and extenuating circumstances – happen.

Due to limited enrollment, we request you cancel at least 7 days before your scheduled cohort begins. This gives us the opportunity to fill your spot in the cohort.

If you need to cancel your course registration, the following schedule applies:

- We offer a full refund within 24 hours of registering, regardless of your registration date.
- We offer a full refund, minus a \$75 non-refundable administration fee, up to **7 days before** your cohort begins.
- We offer a 50% refund from **7 days before** your cohort begins until **7 days after** your cohort begins.
- No refund is offered after the first 7 days of your cohort.

Please [contact us](#) to confirm with your intent to cancel and we will follow up based on the policy noted above and also referenced [here](#).

I have a different question not addressed in this FAQ. How can I contact you?

We are here for you. Please [email](#) or call us at (413)587-0818 with any questions, suggestions, or feedback. We look forward to hearing from you.