

EMOTIONAL INTELLIGENCE SERIES

Learning Outcomes & ATD Framework Alignment

About This Document

This summary maps the learning outcomes of the Emotional Intelligence Series to the ATD Capability Model, the professional standard used by learning and development leaders to design, evaluate, and communicate the impact of workplace learning. Use it to articulate the course's value to organizational stakeholders or to connect course outcomes to your existing L&D measurement framework.

Course Learning Outcomes

Upon completing the Emotional Intelligence Series, learners will be able to:

1. Define unconscious bias and explain how it operates at the individual, interpersonal, and systemic level.
2. Identify their role in bias interactions as a perpetrator, target, or bystander and apply practical strategies within each role.
3. Distinguish empathy from sympathy and apply empathetic connection as a communication skill in workplace relationships.
4. Explain the difference between perception and perspective and use that distinction to navigate complex interpersonal dynamics.
5. Apply the four-element communication model to identify and close gaps between intent and understanding.
6. Develop a personal 30-day action plan with specific commitments tied to course content.

ATD Capability Model Alignment

The ATD Capability Model organizes professional capabilities across three domains: Personal, Professional, and Organizational. The Emotional Intelligence Series maps to the following capabilities:

PERSONAL CAPABILITY DOMAIN	
ATD Capability	How the course addresses it
Emotional Intelligence & Decision Making	Both modules directly build self-awareness, empathy, and the ability to recognize how bias and emotion shape decisions. The pre/post assessment measures self-efficacy growth across these dimensions.
Cultural Sensitivity & Inclusion	The Unconscious Bias module addresses cognitive, individual, institutional, and systemic bias. Learners examine their own role in perpetuating and interrupting bias across all three perspectives: perpetrator, target, and bystander.
Lifelong Learning	The course is structured as a starting point, not a destination. The 30-day action plan and The Seeing System™ framework explicitly position learning as an ongoing practice rather than a one-time event.

PROFESSIONAL CAPABILITY DOMAIN

ATD Capability	How the course addresses it
Communication & Facilitation	The Empathy module is built around communication effectiveness: the anatomy of how messages are sent, received, and understood, and how empathy closes the gap between intent and impact.
Coaching	Manager-specific callouts throughout the course and the Manager's 30-Day Guide directly address how people leaders can apply course concepts in coaching and feedback conversations.

ORGANIZATIONAL CAPABILITY DOMAIN

ATD Capability	How the course addresses it
Change Management	The course builds the individual-level awareness and communication skills that are prerequisites for organizational culture change. The Seeing System™ positions the course within a broader change architecture.
Talent Development & Retention	By building shared language around bias, empathy, and communication, the course supports the psychological safety and inclusive culture conditions associated with higher engagement and retention.
Performance Improvement	The pre/post assessment with self-efficacy sub-scoring provides measurable evidence of behavioral readiness growth, a direct input to individual and team performance improvement conversations.

Assessment and Measurement

Assessment Architecture

The Emotional Intelligence Series uses a hybrid assessment architecture designed to produce both quantitative and qualitative evidence of learning impact.

Pre/Post Scoring Test. A 27-point instrument administered before and after the course. Measures knowledge, behavioral readiness, and self-efficacy across three clusters: bias awareness, empathy and communication, and self-efficacy. Pre/post delta on the self-efficacy sub-score (9 points) is the primary impact metric.

Tier Placement. Learners are placed in one of three tiers based on their assessment score: Emerging (0-9), Developing (10-18), and Practicing (19-27). Post-assessment tier movement is visible on the Team Leader Dashboard.

Private Notes. Open-text reflection prompts throughout the course capture qualitative evidence of thinking and self-awareness growth. These are private to the learner and are not included in scoring.

To discuss how the Emotional Intelligence Series fits within your organization's L&D; framework or to explore live CLU Studio experiences that complement this course, contact us at support@thecluacademy.com or visit www.thecluacademy.com.