

MASTERING YOUR EMOTIONAL INTELLIGENCE

// MANAGEMENT

Duration A full day course which can be spread over two half days

Target audience Senior and Middle Management

Number of delegates Minimum 12 delegates and maximum 20 delegates

COURSE BACKGROUND

Emotional Intelligence is a set of competencies that enhance your ability to relate positively to others in the workplace. People with high emotional intelligence are adept at using empathy and constructive communication to create a collaborative, cooperative work environment. They naturally relate well to others; are able to accomplish more through encouragement and persuasion; and excel at inspiring, guiding, and leading others to achieve their best work. As performers, they tend to be flexible, adaptive, self-motivated, and confident.

Unlike the IQ, which is set by the time someone is a teenager, the emotional intelligence (EQ) can be improved upon throughout a lifetime.

Emotional intelligence (EI) is vital to being an effective and high-performing member of any team. Business professionals who understand the connection between emotions and actions and can apply EI skills to maximise effectiveness have a stand-out advantage in any organisation.

COURSE OBJECTIVES AND CONTENT

- Understand the concept of Emotional Intelligence
- Evaluate your current level of emotional intelligence
- Identify your communication strengths and weaknesses
- Overcome certain personal beliefs that might be holding you back
- Understand how your emotions affect others — and how their emotions affect you
- Use Emotional Intelligence to improve teamwork

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