



EMOTIONAL INTELLIGENCE

COURSE OVERVIEW

Leaders with advanced emotional intelligence have an advantage in life and in business. They inspire passion and enthusiasm, tackle issues head-on and handle change and stress more effectively.

As a result of this course and by improving your emotional intelligence and influencing skills, you will improve your business and personal relationships and motivate yourself and others to succeed.

COURSE IS IDEAL FOR

Senior team members, supervisors and managers who want to improve their personal and professional lives.

LEARNING OUTCOMES

- Boost your team's motivation with emotional intelligence.
- Take the EIQ16 questionnaire to determine your level of emotional intelligence.
- Take note of how you are perceived by others and become more self-aware.
- Contribute to the transformation of others by being a catalyst for change.
- Build rapport and influence a wider network.

TRAINING INCLUSIONS

- Certificate of attendance
- Digital training Manual, activities and resources
- Live recorded session copy (virtual training only)
- Access to online peer mentoring group
- 24/7 access to your personalised client platform

Virtual - Training requirements

- working computer with microphone and speaker
- up to date web browser

TOPICS COVERED IN THIS COURSE

What is Emotional Intelligence (EI)?

EI is the ability to learn about yourself and others in a dynamic manner.

How does EI impact the workplace?

Consider how leaders affect the "feel" of an organisation.

Intrapersonal skills

Learn how to develop self-awareness and self-management skills.

Tuning into your senses

It is important to pay attention to what you see and hear instead of what you think you see and hear.

Johari Window

Explore how self-awareness improves your ability to lead.

Managing your emotions

Understanding what your emotions mean and paying attention to them.

Guidelines for developing emotional self-management

Identify emotional management strategies.

Social awareness

Being aware of the emotions and reactions of those around you.

Empathy

How to develop and demonstrate empathy for others.

Change and emotional intelligence

Adapting to organisational change.