

Emotional Intelligence

Course Outline – (2 Days, 14 CPD Points)

Emotional Intelligence – The competencies & understanding how it reflect in the workplace

Self-Awareness

- Ability to recognize your own emotions
- Accurate self-assessment
- Self confidence and self-esteem

Self-Management

- Emotional self-control
- Adaptability
- Achievement Orientation
- Positive Outlook

Social Awareness

- Empathy
- Organisational Awareness

Relationship Management

- Influence
- Conflict
- Teamwork
- Self and Others

Identifying areas of EQ Development - Improving Emotional Intelligence

Interpersonal Skills and Communication

- Tolerance and getting along with my colleagues
- Learn to receive negative feedback constructively
- Communicating assertively
- Dealing with aggressive people in the workplace
- Deal with tension and conflict more constructively
- Learn how to work more effectively with difficult people

Managing one's negative emotions

- The skills of self-regulation
- Recognising negative emotions & their negative impact
- Techniques for managing and controlling one's negative emotions
- Managing anger
- Managing stress

Developing a positive emotional focus

- Developing empathy
- The law of positive attraction
- Learn how to channel energy and enthusiasm to motivate

Self Confidence and Resilience

- Appreciating yourself
- Building self-confidence
- Resilience: Bouncing back quickly after a setback
- Resilience and determination

