Emotional intelligence (full day)
Course Outline

You'll have greater self-awareness and the ability to employ emotional intelligence strategies in managing self and others.

This Emotional Intelligence training course is useful for anyone who leads or works with other people, no matter what size the organisation. It is applicable for teamwork, customer service, and building relationships. This is an important course for anybody who wants to develop a better understanding of themselves and others to enhance personal and professional relationships.

This Emotional Intelligence (EI) training course will focus on the five core competencies of emotional intelligence: self-awareness, self-regulation, motivation, empathy and interpersonal skills. Participants will learn to develop and implement these to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their responses to particular situations. Various models of emotional intelligence will be covered and how to deploy them to develop communication and relationship building skills.

Content modules:

- Define and understand what EI is
- EI Models
- Five Core EI Skills
- Undertake individual EQ/EI audit
- Understanding empathy
- Managing emotions and stress in the workplace
- Behaviour, communication and language

Learning outcomes:

- On completion of the course participants will be able to:
- Define and understand the benefits of Emotional Intelligence
- Explain the five core skills required for emotional intelligence
- Describe associated verbal communication and non-verbal communication
- Employ emotional intelligence competencies to effectively interact with colleagues and employees in building stronger relationships
- Explain the Social Management and Responsibility implications.
- Develop strategies to manage your emotions in challenging situations
- Use tools to regulate their emotions and recognise and respond appropriately to emotions in self and others. Controlling emotions.
- Apply the concepts and techniques in the workplace
- Use the skills to have a positive impact in their lives.
- Define conflict and identify your style in conflict situations
- Apply a process for resolving workplace conflicts

Learning styles:

- Interactive group discussion
- Presentation of information
- Small group breakouts
- Individual learning and audit
- Skills practice & role play
- Case studies
- Written exercises
- Video role modelling

"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."