

Emotional Intelligence

One Day Course

Overview

Much has been discovered in the past 30 years on Emotional Intelligence and countless studies show its incredible role in an individual's success. It has been shown that, Emotional Intelligence or EI, can be even more critical than the power of the cognitive brain usually measured with IQ. In other words, if you want to succeed, you would be much better off working on your soft skills, empathy, communication skills, understanding others and so on than to become better only at a specific technical skill.

This course teaches the delegates a set of core skills to become better at managing themselves and others. Emotional skills can easily come to distinguish individuals from the rest and lead them to a much more rewarding and successful life. The training covers all the fundamental competencies within EI and by using extensive and elaborate exercises, prepares the delegates to face the real life issues armed with the new emotional and practical skills.

The EI course can pay huge dividends later on especially in situations where your team is under stress due to deadlines, demanding clients or intense and unproductive meetings. Understanding EI and mastering the skills involving emotional intelligence will greatly help you and your team in difficult situations.

Who should attend?

This course is suitable for anyone wishing to learn and develop Emotional Intelligence skills. The course is for beginner and intermediate levels.

In this highly practical course delegates will learn:

Introduction to EI

- What is EI?
- What constitutes the EI framework?
- What are EI competencies?

Self-Awareness

- What is emotion?
- Why are we emotional?
- How does "Emotional Hijacking" take place?
- How does the brain process emotions?
- How does the brain perceive the world?

Self-Management

- How to take advantage of the power of optimism?
- How to manage your anger effectively?
- How to control your worry?

Self-Motivation

- How to motivate yourself?
- How to avoid apathy?
- How to be creative?

Empathy

- How to have empathic communication with others?
- What is the physiology of empathic communication?

Social Awareness

- How to have effective group interactions?
- How to listen positively?
- What are the "Negative Listening Types"?
- How to raise your social awareness through listening?

Relationship Management

- What are the "Six Human Needs"?
- How to recognise others' needs and desires?
- How to categorise people based on their needs to make useful conclusions on follow up actions?

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