

Emotional Intelligence



Category: Management & Leadership

Emotionally intelligent leaders inspire passion and enthusiasm in the workplace, make effective decisions and take action to solve problems and cope with change. This comprehensive course will help you to recognise your emotional state and that of others to enhance interpersonal relationships and workplace performance.

Duration

2 days

Course Objective

This course has been developed to acquaint you with the principles of emotional intelligence, help you to assess your own abilities, and guide you to heightened awareness of ways to grow in these abilities.

Who Should Attend / Target Audience

Senior team leaders, supervisors and managers who want to improve their personal and professional lives through Emotional Intelligence.

Learning Outcomes

- Identify what the benefits are of EI awareness.
- Understand the difference between the interpersonal skills which are observable & Intra-personal which is invisible to everyone except themselves.
- Identify the relationship between EI and leadership styles and effectiveness
- Basic understanding of our brains & how it influences emotion.
- Identify the positive and negative emotions associated with leadership

Related Courses

Supervision & Management of People

Next Level Course

- From Manager to Leader
- Strategic Leadership

Availability

In House Closed Group Public

Version: 01/11/2009

Course Content

What is Emotional Intelligence - *Defining EI and how it is a dynamic process of learning skills to understand yourself & others.*

What impact will my EI have on my work? - *Examining three main causes of career failures.*

How is my EI related to my IQ - *Distinguishing the major differences of EI & IQ, and how they are related.*

Intra-personal Skills - *Examining core skills of self-awareness, Empathy & Nurturing relationships*

Tuning into your senses - *Paying attention to what you see & hear and not what you think you see & hear.*

Johari Window - *Delve into the importance of self awareness and how this improves your leadership ability.*

EI Summary - *Researching five primal emotions*

The brain & EI - *How the brain influences our emotions.*

Managing your emotions - *Paying attention to your emotions & understanding what these feelings mean.*

Guidelines for developing emotional self-management - *5 steps to managing our emotions.*

Nine strategies for promoting EI - *Continually improving our self-awareness.*

Social Awareness - *Identifying the emotions and reactions of those around you.*

Creating a Culture of Leadership - *Successful leadership requires sound knowledge & understanding of your own emotions as well as the emotions of others around you.*

Communication - *How our communication affects others emotional response.*

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