



# EMOTIONAL INTELLIGENCE



An SGS Company



## LEARNING OUTCOMES

- Unlock the power of emotional intelligence to motivate your team.
- Assess your emotional intelligence with the EIQ16 questionnaire.
- Tune into your self-awareness and see yourself as others do.
- Become a change catalyst and help others embrace the transition.
- Influence and build rapport with a wider network of people.

## BEHAVIOURAL PROFILE



The EIQ16 Questionnaire measures your ability to accurately perceive emotions in yourself and others, use emotions to facilitate thinking, and understand and manage emotions.

## COURSE OVERVIEW

Leaders with advanced emotional intelligence have a head start in their lives and careers. They inspire passion and enthusiasm, take action to solve problems, and cope better with change and stress.

This course will enhance your business and personal relationships, and help you motivate and manage yourself and others by fine-tuning your emotional intelligence and influencing skills.

## THIS COURSE IS IDEAL FOR

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

## TOPICS COVERED IN THIS COURSE

### What is Emotional Intelligence (EI)?

Defining EI and how it is a dynamic process of learning skills to understand yourself and others.

### How does EI impact the workplace?

Examine how leaders drive the “feel” of the organisation. Intrapersonal skills  
Examine the core skills of self-awareness and self-management.

### Tuning into your senses

Paying attention to what you see and hear and not what you think you see and hear.

### Johari Window

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

### Managing your emotions

Paying attention to your emotions and understanding what they mean.

### Guidelines for developing emotional self-management

To Identify strategies to manage your emotions.

### Social awareness

Identifying the emotions and reactions of those around you.

### Empathy

How to develop and show an understanding of others’ feelings.

### Change and emotional intelligence

Responding during a period of organisational change.

Practical, relevant training developed for the Australian workplace.

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