
EMOTIONAL INTELLIGENCE MASTERY

(3 DAYS)

OVERVIEW

Our ability to deal effectively with our emotions in the work place is critical to our success as managers and service providers. As the pace of the world increases and our environment makes more and more demands on our cognitive, emotional and physical resources, Emotional Intelligence is increasingly critical as a skill set.

WHAT DO I GET OUT OF IT?

How to recognise and understand the five competencies for building Emotional Intelligence

Self-motivation and job satisfaction as factors that contribute to high performance

Practical tools and skills for communicating effectively, assertively, and collaboratively

Influencing and partnering skills

Communication approaches and skills

Skills for conflict management and dealing with difficult situations.

WHO IS IT FOR?

For individuals who want to increase deliberate ability in making decision, temper negative responses to distressing situations, improve conflict and communication skills.

WHAT IS IT ABOUT?

Emotional Intelligence strategies combined with native intelligence increase our ability to successfully manage the constant challenges from customers and business associates. Participants will explore tools, techniques, skills and perceptions to perform their role and manage their emotions with confidence and positive results

COURSE OVERVIEW

- General Overview of emotional intelligence
- Competencies of Emotional Intelligence
- Influencing and Partnering skills
- Communication skills
- Social management and responsibility
- Tools to regulate your emotions
- Choice and control model
- Personality Development
- Dealing with individual challenges
- Business practices & Making Impact