

Emotional Intelligence & its Application in the Workplace

Description of Course

This course on Emotional Intelligence (EI) teaches the delegates a set of core skills to become better at managing themselves and others.

With greater self awareness of their emotions and the ability to empathise and understand other people's emotional state, teams improve their performance in the workplace.

Emotional intelligence training is not just a desirable 'soft skill'. In fact, research indicates that emotional intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and is now considered to be an essential element of any staff development programme.

Course Objectives

By the end of this course delegates will be able to:

- Identify the main **EI competencies** and know how each area can contribute to their personality and interaction with others
- Recognise and understand their **moods and emotions** and how they **affect other people**
- Recognise and **understand emotions in others** and how to adapt their behaviour to suit
- Control and guide their emotions to be able to motivate themselves and **increase their productivity**

Duration of Course

1 day

Course Outline

Introduction to Emotional Intelligence

- What constitutes the EI framework?
- What are the EI competencies and how do they affect our role in the workplace?

Self Awareness

- Understanding how self-aware participants currently are
- Reviewing the value of self-awareness and providing an opportunity to develop this
- What is "Emotional Hijacking"?

Self Management

- The values, attitudes and beliefs that influence our self management
- Methods of improving self-management and overcoming negative 'self-talk'

Self Motivation

- How personal goals drive our self-motivation
- How our beliefs, values and attitudes can affect our motivation
- Techniques for personal improvement

Empathy

- Appreciating the need for empathy
- How to have empathic communication with others

Relationship Management

- Bringing the previous skills together to become 'socially intelligent'
- Looking at real life situations and how emotional intelligence plays a part
- How can we use emotional intelligence to further improve working relationships?