

Emotional Intelligence

How long is the course?

1 day

Who should attend?

Individuals wanting to improve the quality of their interactions with others, and wanting to increase their own productivity by managing themselves better.

Benefits:

During this workshop, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behaviour and how those behaviours impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.

You will gain knowledge and understanding of:

Lesson 1: Intrapersonal skills

Self-awareness

Emotional self-awareness
Accurate self-assessment

Self-management

Choice optimism
Self-control

Self-motivation

Power of self-talk
State of flow
Apathy

Lesson 2: Interpersonal skills

Empathy

Physiology matching emotions
Empathy techniques

Social awareness

Group interactions
Failed relationships
Effective listening

Relationship management

Six human needs
Build great relationships