

Emotional Intelligence

Emotional Intelligence is the ability to use our understanding of emotions, in ourselves and others, to deal more effectively with people and problems. Organisations are changing and managers are being judged by a new yardstick. It is no longer just about our training and expertise but also about our ability to handle ourselves and others. For leadership positions, emotional intelligence competencies account for up to 85% of what sets outstanding managers apart from the average. This workshop will outline the key principles of emotional intelligence and allow delegates the opportunity to review ways to develop their EI capabilities.

Course Objectives:

At the end of the course participants will be able to:

1. Explain the principle of emotional intelligence.
2. Analyse the importance of emotional intelligence in the workplace.
3. Reflect on their own level of self awareness and emotional management
4. Use some of the skills required to recognize and manage emotion in others.

Course Content:

- Background to the development of EQ and IQ
- Defining the term emotional intelligence
- The evidence to support the case for developing emotional intelligence in organisations
- The four EI competencies
 - emotional self awareness
 - emotional self management
 - recognising emotion in others
 - handling emotion in others
- Applying the skills