This participative and interactive course aims to provide you with the essential knowledge and skills to develop emotional intelligence. Exploring the key concepts and techniques of emotional intelligence, this course will assist you to expand your self-awareness, manage your emotions, motivate yourself, and build effective interpersonal skills to collaborate with others. This is not simply a course in understanding emotional intelligence – we provide you with useful tools and techniques to practice and apply in ever day situations, thereby creating lasting change for a more successful and emotionally healthy life.

**OBJECTIVES**

- Explore and understand the concepts and principles of emotional intelligence in respect of life and work relations
- Develop a deeper understanding of how we experience emotions and how they affect all facets of work and life
- Explore who you really are, your own mindset and how it affects you, and how to develop greater self-awareness
- Discover how you can gain greater control over your emotions, thoughts and situations
- Improve your resilience to respond to work and life challenges
- Develop interpersonal skills to create and improve healthy and productive organisational relationships
- Learn to manage your internal listening barriers (automatic defense mechanism and preconceived ideas) to communicate more effectively
- Empathy: discuss this powerful tool for negotiation, conflict resolution, peer support and influence
- The art of listening: unpick your listening pitfalls and learn the skill of active, focused listening (helping you to remember, negotiate, compromise and problem solve)
- Develop the ability to provide constructive feedback and to be able to accept and learn from feedback
- Analyse the impact of using emotional intelligence to improve positive and productive work environments
- Perception, attitude and persistence: explore the advantages of developing a positive attitude and a growth mindset
- Identify techniques to improve emotional intelligence going forward.

**OUTCOMES**

- Greater insight of your reactions, emotions and mindset and how these can either benefit or hinder your professional and personal growth
- Able to harness your strengths to build up self-efficacy, rapport, understanding, resilience and optimism
- Improved coping skills and self-control when dealing with adversity, stress and conflict
- Greater understanding of how your behaviour affects other people
- Improved approach and attitude to your immediate environment
- Increased awareness of your contribution to your organisation’s goals
- Improved ability to manage yourself in the moment when encountering challenging people

Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtco.za or (031) 267 1229 for bookings and further information
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- Able to practice empathy to understand the real issues, identify the compromises and influence others positively
- Improved communication, using a positive approach which fosters relationships
- Stronger active listening skills to improve understanding for a more accurate assessment of underlying issues and concerns
- Improved problem solving abilities through keeping an open and non-judgemental mindset
- Stronger interpersonal skills leading to healthy and positive working and social relationships
- Able to utilise tools to develop a positive outlook to enhance your professional experience and improve productivity

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