

EMOTIONAL INTELLIGENCE

Non-Credit Bearing

Aim

This course aims to introduce Emotional Intelligence (E.I.) as a core set of skills that will benefit and promote all aspects of your day-to-day interactions, involvement and outlook. E.I. has a strong foundation in self-awareness allowing one to identify and develop internal traits and abilities to better one's interactions with others and build confidence and competence towards advancement of self both professionally and personally. A developed E.I allows one to maximize one's time and capacity in the work environment, identify the power of emotions, their limitations and their benefits towards achieving a mindset that is aware and thus focused, directed and thus solution orientated and positive and thus embracing of growth.

Objectives

- Understanding what emotions are and how they can be adapted towards progressive thinking and doing.
- Recognising which emotions are appropriate in the work environment and which emotions block insight, understanding and forward development
- Learning how to respond to challenges as opposed to simply reacting
- Gaining an understanding of one's own abilities and strengths so as to persist through shortcoming's in one's professional and personal capacity
- Taking responsibility for one's own conduct
- Responding to change and identifying the benefits of things that are seen as "new and different"

Outcomes

- Gain insight into one's emotional self and how these emotions are often unconsciously used to either benefit or hinder one's growth professionally and personally
- Identifying and harnessing one's strengths to build up self-efficacy, rapport, understanding, resilience and assertiveness.
- Develop one's abilities for reflective thought which will lead to a healthier and more defined work ethic and encourage positive interactions with others.
- Gain confidence in the face of adversity, stress and change by recognising and thus utilizing one's internal set of coping skills.
- Develop a more positive mindset and healthier outlook

PTO for Course Content

One-day course 08:30 -16:00

Tel: (031) 267 1229

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EMOTIONAL INTELLIGENCE CORE SKILLS COURSE CONTENT	
MODULE	CONTENT
THE NATURE OF EMOTIONAL INTELLIGENCE (E.I.)	Definition of emotional intelligence
	The five domains of Emotional Intelligence
	What does a lack of emotional intelligence look like?
	The study of human behaviour, emotions and intelligence
	How to develop your emotional intelligence
	Emotional Intelligence self-assessment
DEVELOPING SELF-AWARENESS	How we experience emotions
	Your 'Real Self' vs your 'Ideal Self'
	What is meant by being self-aware
	Expanding self-awareness
	Identification of Feelings
RECOGNISING EMOTIONS IN OTHERS	Empathy
	Using Empathy Effectively
SELF-REGULATION	Locus of Control Scale (Rotter)
	Rotter's locus of control questionnaire
	Improve your locus of control
	Being accountable
	How personal accountability helps
	How to be more accountable
CULTURAL INTELLIGENCE (C.I.)	What is Cultural Intelligence (C.I.)
	Developing C.I. through Core and Flex
	Why we need C.I.
	Steps to building your C.I.

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RESILIENCE TO CHANGE	The comfort zone
	Overcoming our fear of change