

EMOTIONAL INTELLIGENCE SELF-MASTERY AND INTERPERSONAL SKILLS-

US 252031 / NQF Level 5 / 4 Credits

There is a vast amount of research out there showing that high emotional intelligence (EI) is a stronger indicator of success than technical ability, yet the subject is persistently downplayed as a 'nice to do'. Technical skills matter, but how we manage ourselves and our workplace relationships is key to efficiency, productivity, and collaboration. Emotional intelligence may be a soft skill, but it is a soft skill that has a powerful impact on successful organisational performance.

This participative and interactive course aims to provide participants with the essential knowledge and skills to develop emotional intelligence. Exploring the key concepts and techniques of emotional intelligence, this course will assist participants to expand self-awareness, manage emotions, enhance motivation, and build effective interpersonal skills to collaborate with others.

WHO SHOULD ATTEND

- Everyone can benefit, especially managers at all levels, team members, customer service personnel, front-of-line personnel, and project teams.

HOW YOU WILL BENEFIT

- Heightened self-awareness: knowing how you impact others and how others impact you
- Reduced stress and anxiety and increased emotional stability
- Ability to build healthy and collaborative relationships with colleagues, managers and customers
- Increased emotional maturity when handling challenges, conflict, disagreements, and problems
- Ability to manage strong emotions
- Increased confidence in self due to building self-efficacy, resilience and optimism
- Improved approach and attitude towards your work and environment

WHAT WILL BE COVERED

- Concepts and principles of emotional intelligence in respect of life and work relations
- Understand how emotions are experienced and how they affect all facets of work and life
- Exploration of self and mindset and how to develop greater self-awareness
- Manage emotions, thoughts and situations
- Enhance resilience to respond to adversity and stress from work and life challenges
- Interpersonal skills to create and improve healthy and productive organisational relationships
- Overcome internal listening barriers to communicate more effectively by actively listening
- Using empathy as a powerful tool for negotiation, conflict resolution, peer support and influence
- Provide constructive feedback and accept and learn from feedback
- Analyse the impact of using emotional intelligence to improve positive and productive work environments
- Perception, attitude and persistence: advantages of developing a positive attitude and a growth mindset
- Identifying techniques to improve emotional intelligence going forward.

PTO For Table of Contents

Two-day course 08:30 -16:00

Tel: (031) 267 1229

sales@kznbtc.co.za / www.kznbusinessstraining.co.za

TABLE OF CONTENTS

<p align="center">Module 1</p> <p align="center">Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations</p>	<p align="center">Module 2</p> <p align="center">Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations</p>
<ul style="list-style-type: none"> • Explain the principles of emotional intelligence with examples from life and work situations • Describe the concepts of emotional intelligence with examples 	<ul style="list-style-type: none"> • Explain the importance of personal and interpersonal competencies in relation to interactions in life and work situations • Analyse techniques for giving and receiving feedback to identify practices reflecting emotional intelligence
<p align="center">Module 3</p> <p align="center">Analyse the impact of emotional intelligence on life and work interactions</p>	<p align="center">Module 4</p> <p align="center">Evaluate own level of emotional intelligence to determine development areas</p>
<ul style="list-style-type: none"> • Motivate the positive and negative impact of emotional intelligence through examples on an intrapersonal and interpersonal level • Explain the consequences of applying emotional intelligence with examples from life and work situations 	<ul style="list-style-type: none"> • Analyse own responses to life and work situations in terms of the principles and concepts of emotional intelligence • Analyse strengths and weaknesses with reference to the concepts and principles of emotional intelligence to identify development areas • Describe techniques for improving own emotional intelligence in relation to development areas identified.