

Emotional Intelligence at Work

Overview

Duration: One Day

This course sets out to provide attendees with the fundamental knowledge required to develop their awareness of Emotional Intelligence and in doing so, help them to perform more effectively.

Description

Emotional intelligence affects us all, whether we're constantly working together with others or individually on projects. So, this course would be suitable for everyone in your organisation, but particularly those that have to interact with others regularly.

With greater self-awareness of their emotions and the ability to empathise and understand other people's emotional state, your team will perform better in the workplace. In other words, being emotionally intelligent makes a real difference to performance and, therefore, profit.

Emotional intelligence training is not just a desirable 'soft skill'. In fact, research indicates that emotional intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and should be an essential element of any staff development programme:

Managers and supervisors are better able to maintain a positive work environment. Sales and buying staff are better able to influence outcomes in your favour, particularly when handling difficult prospects or tough negotiations.

Customer-facing personnel are better equipped to handle conflict and to make all customers feel like they are being listened to and understood – this has a positive effect on customer loyalty and retention.

Staff in general are better equipped to handle the ever-increasing pressures of a modern workplace.

Topics covered:

- **What is Emotional Intelligence?** – A set-up to the session, which explains what EI is and its role in improving performance in the workplace.
- **Self-Awareness** – Understanding how self-aware participants currently are, reviewing the value of self-awareness and providing an opportunity to develop this.
- **Self-Management** – Appreciating that we manage ourselves based on our values, attitudes and beliefs. Looking at methods of improving self-management and overcoming negative 'self-talk'.

- **Self-Motivation** – A look at how personal goals drive our self-motivation, how our beliefs, values and attitudes can affect our motivation and some valuable techniques for personal improvement.
- **Empathy** – Helping participants appreciate the need for empathy and providing the methods for doing it.
- **Handling Relationships** – Bringing the previous skills together to become ‘socially intelligent’. Looking at real life situations and how emotional intelligence plays a part. Finally, reviewing ways of further improving relationships using emotional intelligence.

Who Should Attend?

This training course would be suitable for everyone in your organisation, but particularly those that have to interact with others regularly.