

# Certified Courses



# Boost your Emotional Intelligence During COVID-19 Pandemic

## INTRODUCTION

- Emotionally intelligent individuals adopt strategies which draw from numerous other branches of behavioural, emotional and communications strategies towards building a productive workplace.
- Developing your Emotional Intelligence is essential to your success and leadership potential and in these present tumultuous times of facing the COVID-19 pandemic. Emotional intelligence is a critical skill all of us need to develop.

## OBJECTIVES

By the end of this training course, participants will be able to:

- Develop the emotional intelligence (EQ) competencies of intrapersonal and interpersonal skills
- Develop the ability to sense, understand and effectively apply emotions as a source of leadership
- Gain insights into perceptions and its importance in the workplace
- Understand how EQ influences the way they respond to others and themselves
- Discover how to apply EQ in the workplace for building teamwork and accountable leadership
- The art of communication and influencing others in the workplace

## ORGANISATIONAL IMPACT

Impact on the organisation from delegates attending this training course includes:

- Develop an emotionally intelligent work culture
- Improve organisational teamwork
- Enhance cooperation through better relationship building skills
- Develop interpersonal skills
- Build a stress free workplace
- Cultivate a productive workplace
- Achieve corporate vision and mission

## PERSONAL IMPACT

Attendance at this training course will result in individuals being better able to:

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
- Develop skills in responding to criticisms and adversity
- Leadership strategies for working with others towards shared goals
- Building teamwork for a productive workplace

## WHO SHOULD ATTEND?

This training course is suitable to a wide range of professionals but will especially benefit:

- Anyone who is interested in developing themselves to be an emotionally healthy individual
- Individuals who desire to apply psychological knowledge to result in management and leadership strategies
- Any team leader, supervisor and manager
- Individuals who wish to understand their emotions and how it affects those around them
- Any employee who wish to improve their productivity in the workplace
- All managers, leaders and professionals who need to have in-depth knowledge of human behaviours

## Course Outline

### What is Emotional Intelligence

- What is Emotional Intelligence Quotient (EQ)?
- Intrapersonal & Interpersonal skills
- Knowing your personality strengths and weaknesses
- Developing self awareness through understanding your personality
- Developing Openness to new ideas
- Removing blocks to innovative teamwork through EQ

### Develop your Emotional Intelligence Skills

- Maximizing our relationships with others
- Emotional Intelligence for Innovative Teamwork
- Handling emotional stress

## Applying your Emotional Skills

- Understanding stages of human development
- Practicing self-actualisation
- Understanding the relation between thinking and feeling
- Cognitive Behavioral Therapy for managing emotions
- TENT therapy for developing emotional intelligence
- Developing an action plan

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