

# Certified Courses



# Emotional Intelligence for Workplace Success

## INTRODUCTION

- Emotionally intelligence is essential for workplace success. Emotionally intelligent leaders and employees can help build effective relationships for enhancing work productivity. Understanding and raising your Emotional Intelligence is vital to your success and leadership potential.
- This training course on Emotional Intelligence for Workplace Success will concentrate on the important skills required to build effective relationships and also to lead teams effectively and manage the diverse personalities normally found the workplace. The ability to respond appropriately to feelings in ourselves and others, practice innovative teamwork and encourage synergy between team members is essential to building a successful organization.

### This training seminar will highlight:

- Develop the ability to sense, understand and effectively apply emotions as a source of leadership, communication and influence
- 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
- Leading others with emotional intelligence

## OBJECTIVES

### At the end of this training seminar, you will learn 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 & adversity
- Leadership strategies for working with others towards shared goals

## TRAINING METHODOLOGY

- This training course will involve the use of slides, handout material, work manual with all instructor notes and slides, examples of best practice and appropriate video/DVD material. The use of flip-charts, syndicate workshops and reporting back sessions will encourage a fully participative and enjoyable event. Delegates will be encouraged to participate actively in relating previous work experiences.

## ORGANISATIONAL IMPACT

- Improve communication between team members
- Learn to respond appropriately to feelings in ourselves & others
- Cultivate the ability to manage relationships & build networks
- Innovative teamwork & corporate transformation
- Develop trustworthiness for corporate transformation

## PERSONAL IMPACT

- Better leadership skills to motivate themselves and inspire others
- Applying assertiveness in handling conflicts
- Emotional Resilience to manage the performance of their team
- Influencing and Persuasion abilities to lead others more effectively
- Handling stress the high EQ way

## WHO SHOULD ATTEND?

This training course is designed for a wide range of professionals but will greatly benefit:

- Team Leaders
- Supervisors
- Managers
- Directors
- Anyone who is an acting or aspiring leader in any sector of industry and/or business

## Course Outline

### Developing Emotional Intelligence in the Workplace

- What is Emotional Intelligence Quotient (EQ)?
- Intrapersonal & Interpersonal Skills
- Emotional Excellence in the Workplace
- Understanding Your Personality Style
- Emotional Intelligence for Innovative Teamwork
- Removing Blocks to Innovative Teamwork through EQ

## Becoming an Emotionally Intelligent Leader

- Accurate Self-assessment for Personal Transformation
- Knowing One's Strengths & Weaknesses
- Managing self effectively
- Inspiring and Guiding Individuals & Teams
- Nurturing Relationships
- Developing Trustworthiness for Corporate Transformation

## Building Effective Relationships

- Getting Things Done through People
- Managing our mind effectively
- Accountable Leadership for Managing Performance
- Working with Others towards Shared Goals
- From Delegation to Empowerment
- Building Productive Relationships

## Leading Others With Emotional Intelligence

- Understanding the 4 Stages of Human Development
- Motivating Oneself and Motivating Others
- Managing our spirit for developing Thankfulness
- Leading others effectively
- Developing Creativity in the Workplace
- Innovative Teamwork

## Implementing Emotionally Intelligent Persuasive Communication

- The Positive Influence of Listening
  - Active Listening Skills
  - Handling Conflict Effectively
  - Effective Persuasion
  - Learning Experiences and Action Plan
  - Developing an Action Plan
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