

Emotional Intelligence

Duration: 1 day

Who should attend: Anyone who wants to better manage their own emotions, strengths and skills, or the emotions and skills of their staff.

Aims: To increase knowledge of Emotional Intelligence and to improve interpersonal and intra-personal skills and develop adaptability and stress management leading to enhanced relationships.

By the end of the course, delegates will:

- Identify the key Emotional Intelligence skills
- Learn your own triggers - what makes you react more emotionally
- Understand what motivates you
- Understand how your emotions alter under stress
- Develop your ability to build rapport with others
- Be more aware of others' motivations and styles and learn to appreciate difference
- Be able to manage and work with people more effectively by understanding and respecting their emotions

Key Topics

What is Emotional Intelligence?

- History of Emotional Intelligence
- Multiple Intelligences
- Physiology of the brain

Self-Awareness

- Recognising your emotional triggers
- Understanding your motivations and drivers
- Assessing your values

Self-Management

- Understanding your reactions under stress and conflict
- Recognising you at your strengths
- Learning what holds you back
- Choosing your attitude

Social Awareness

- Building rapport with a broad range of people
- Reading and interpreting non-verbal language
- Using effective questioning and listening

Social Management

- Understanding different behavioural styles of individuals
- Learning others' motivations, triggers, and reactions
- Understanding and being more adaptable to different perspectives
- Recognising diversity and differences
- Having more effective conversations