

Emotional Intelligence



Number of Program Days: 2

We've all experienced in how emotions can be both challenging and delightful! The trick is to be smart with feelings. Emotional Intelligence (EQ) is the essential ingredient to do so - a learnable set of practical, measurable life skills that make a tremendous difference at work, at school, and at home.

Emotions exist in every workplace and research shows that emotions and mood impact how well people do their job. Intelligent leaders understand how emotions work and the role different emotions play; they use this understanding to enhance their own effectiveness and the impact they have on others.

EQ is about understanding and managing one's emotional responses and those of others. The program helps participants understand the preferences that make their own personalities and those they are likely to encounter. By understanding the likely range of responses prompted by any particular social interaction participants are able to modify their emotional response and achieve the results they desire.

Learning Outcomes

By the end of this program delegates will be able to:

- Understand how people receive information.
- Recognize and understand emotions and emotional beliefs and habits.
- Inspire and motivate others;
- Recognize barriers to performance, in ourselves and in others;
- Assess personal "trigger" situations and understand the methods for modifying them
- Use tools to create a "zone of freedom" and improve impulse control during challenging times;
- Deal more effectively with difficult relationships and conflict;
- Take steps to initiate and sustain oneself while Speaking your Truth.
- Use techniques to increase empathy, a critical skill to connecting with others;
- Use tips on how to get to the top level of performance, in themselves and others and live to enjoy it;
- Understand the exciting new research in human behavior and performance.

"The EQ program was very motivating! I found it interesting in learning about myself and others. I feel I will improve in all area of my life, and that I can own my emotion and be a better person in general"

Team Leader

Program content includes

- What are EI and EQ?
- Self Awareness
- What are your hot buttons?
- The Zone of Freedom
- Self Management Self Management
- Owning your Power
- Unconditional Self-Esteem
- Changing limiting beliefs
- Social Awareness
- Valuing Differences
- Creating Empathy
- Emotional cues
- Listening Skills
- Discover what others value
- Managing Conflict
- Creating Win/Win

How the program works

The program uses the presentation and explanation of frameworks, skills and techniques to provide the participants with tools and skills to enhance their EQ. Interactive discussion of concepts and their applications throughout the program allows participants to uncover for themselves the truth about "the real me". Practice and feedback using case studies in a safe and constructive manner provides engagement and empowerment to take the learned skills and convert them into a development process for themselves. The reflection and review of personal style and beliefs about emotions dig deep into how the participant responds and helps them to see how others feel and respond.

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