

Gearing You For Growth

Bursaries | Business Skills | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Emotional Intelligence

Course Overview

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It is a pivotal factor in personal and professional success.

IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life. We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great.

When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiates them was not their IQ but their EQ – their emotional intelligence.

Course Objectives

This one-day workshop will help teach delegates how to:

- Understand what emotional intelligence means.
- Recognize how our emotional health and physical health are related.
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace.
- Understand the different emotions and how to manage them.
- Create a personal vision statement.
- Understand the difference between optimism and pessimism.
- Validate emotions in others.

Target Audience

This course is for anyone that needs to develop their emotional intelligence and improve communication with others.

Prerequisite

There are no prerequisites for this course.

Duration

- 1 Day



Course Outline

History of Emotional Intelligence

This session outlines some of the milestones and important people who have contributed to the world of emotional intelligence.

Emotional Intelligence Defined

In this session, we will introduce a few definitions of emotional intelligence and then have delegates create their own definition.

EI Blueprint

Next, we will cover skills and concepts behind identifying emotions, understanding, and managing emotions, and using and communicating emotions.

Optimism

This session outlines the basics of optimism and how it differs from pessimism.

Validating Emotions in Others

In this session, we will give delegates two models to validate emotions in others.

Understanding Emotions

This session will explore the seven primary human emotions.

Setting Your Personal Vision

Delegates will explore their own emotions by looking at their principles, values, strengths, talents, potential obstacles, and relationships.

Workshop Wrap-Up

At the end of the course, delegates will have an opportunity to ask questions and fill out an action plan.