

Emotional Intelligence



Overview:

Emotional intelligence (EI) is best defined as the ability to identify and manage emotional information in oneself and others and to focus energy on required behaviours.

Learn the principles of emotional intelligence to help assess your own abilities, and guide you to heightened awareness of managing emotions in the workplace.



Benefits of completing this course:

- » Learn to recognise behaviours, moods and impulses
- » Manage behaviours and moods best according to the situation.
- » Learn how the brain influences emotion
- » Identify positive and negative emotions associated with leadership



Audience:

Team leaders, supervisors and managers who want to improve their personal and professional skills through Emotional Intelligence.



Learning Outcomes:

- Four core skills required for emotional intelligence
- Associated verbal and non-verbal communication
- Social Management and Responsibility implications
- Tools to regulate their emotions
- Gain Control (of emotions)
- Use the skills to have a positive impact



Delivery:

Workshop



Course duration:

1 day



Certificate:

Certificate of Attendance



Competencies:

- Self awareness
- Social awareness
- Authenticity
- Emotional reasoning
- Self regulation
- Positive influence

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

Emotional Intelligence

Topics covered ...



Overview

This program will familiarise participants with the components of EI and their relevance in the workplace; help them identify emotionally intelligent actions and behaviours, and help participants improve their own EI by understanding and practicing effective behaviours.

What you will learn

- To define Emotional Intelligence
- Four core skills required for emotional intelligence
- Associated verbal and non-verbal communication
- Social Management and Responsibility implications
- Tools to regulate their emotions
- Gain Control (of emotions)
- Apply the concepts and techniques in the workplace
- Use the skills to have a positive impact

What is Emotional Intelligence

- Self Management
- Self Awareness
- Self Regulation
- Self Motivation
- Empathy

Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Understand Emotional Meanings
- Manage Emotions

Tools to Regulate Emotions

- Seeing the Other Side
- Self Management and Self Awareness
- Giving in without Giving Up
- Using Coping Thoughts
- Using Relaxation Techniques

Business Practices

- Role of Emotional Intelligence at Work
- Disagreeing constructively
- Optimism and Pessimism
- The Balance Between Optimism & Pessimism
- Being Zealous without Being Offensive
- Developing Solution based Reasoning

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