

Emotional Intelligence

A growing body of research claims that Emotional Intelligence has become established as a key life skill in both the corporate and personal areas of life. The aim of this interactive and fun programme is to develop participants' awareness and understanding of the value of increased Emotional Intelligence, how it can add value to relationships, personal and business success.

Programme Content

Introduction To Emotional Intelligence

- What Is Emotional Intelligence?
- How IQ Differs
- A Brief Research History
- Characteristics
- Why Is Emotional Intelligence Important In The Workplace?

The 4 Domains

- Self Awareness
- Self Management
- Social Awareness
- Relationship Management
- Developing Your Emotional Competencies

Self Awareness

- Accurate Self Assessment
- Emotions And The Brain
- Emotional Awareness
- Emotional Literacy

Self Management

- Emotional Self-Control
- The Flight/Fight Response
- Amygdala Hijack
- Controlling Impulses

Social Awareness

- Empathy
- Service Orientation

Relationship Management

- Communication
- Communication Filters
- Values
- Team Emotional Intelligence
- Developing Core Conditions

Increasing Your Emotional Intelligence

- Action Plan

Learning Outcomes

At the end of this course participants will:

- Understand what Emotional Intelligence is and the value of increasing it.
- Understand and be able to differentiate between IQ and EQ.
- Know how Emotional Intelligence benefits the workplace.
- Be familiar with Daniel Goleman's 4 domains and their competencies.
- Know their areas of strengths and the areas that may need improvement.
- Understand how the 'first brain' influences their natural reactions to potentially stressful situations.
- Have an awareness of the characteristics displayed by those with high and low Emotional Intelligence.
- Be able to demonstrate techniques to deal with 'amygdala hijacks'.
- Be able to demonstrate empathy with internal and external customers.
- Understand that there are 'different models of the world'.
- Know the contributing factors that create team Emotional Intelligence.
- Be able to contribute to the core conditions required for team Emotional Intelligence.

Duration:

1 Day

9am – 4pm

Customisation

Through Kroon Training Services all training will be customised, so they are timely and relevant for the participants and "real" learning takes place.

For more information about your specific requirements, please contact



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