

## Emotional Intelligence & Assertiveness for Team Leaders

1 day  
Course

### ‘Effective mood management in teams’

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<b>Business Scenario</b>	Research shows that our EI (emotional intelligence) is a better indicator of success in the workplace than IQ. People with well developed EI tend to achieve more, have better working relationships, greater influence and are generally happier in what they do. We all have the capacity to develop our emotional intelligence in an assertive manner.
<b>Who will Benefit?</b>	This course is for anyone who would like to gain a greater understanding of emotional intelligence, assertive communication and some of the barriers to effective team leading.
<b>Course Objectives</b>	By the end of the course you will be able to: <ul style="list-style-type: none"><li>▪ Increase your influence in your organisation and boost morale.</li><li>▪ Take greater control of situations happening within your team.</li><li>▪ Understand the difference between aggressive, assertive, submissive and passive aggressive behaviour.</li><li>▪ Explore some of the psychology of team communication and how to overcome difficulties.</li><li>▪ Develop your own team building exercise for creating harmony and improving inter-team communication.</li></ul>
<b>Course Features</b>	Through discussion, case studies and models you will identify both the effects and benefits of working with EI and assertive communication for yourself and others. Exercises and activities will encourage you to apply the techniques discussed to your own situations.

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