

Using Emotional Intelligence at Work

1 day
Course

'Effective mood management'

Business Scenario Research shows that our EQ (emotional intelligence) is a better indicator of success in the workplace than IQ. People with well developed EQ's 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 (EI).

Who will Benefit? This course is for anyone who would like to gain a greater understanding of emotional intelligence and how to apply it to their work situations.

Course Objectives By the end of the course you will be able to:

- Increase your influence in your organisation and boost morale
- Take greater control of situations
- Resolve conflict more easily
- Build relationships more constructive relationships
- Improve your ability to coach and support others
- Improve your decision making

Course Content

- What is emotion
- What makes us think, feel and act the way we do?
- How emotions effect our behaviour
- The benefits of being emotionally intelligent
- Identifying constructive and destructive relationships
- The difference between responding & reacting
- Moving from negative to positive states
- How language influences ours' and others' perceptions
- Working with empathetic listening
- Enhancing our own and others' self-esteem
- Understanding our inner dialogue
- The difference between agression, assertion & submission
- Managing Anger, both yours and others
- How EI can help manage stress

Course Features Through discussion, questionnaires and case studies, you will identify both the effects and benefits of working with EI for yourself and others. Exercises and activities will encourage you to apply the techniques discussed to your own situations.