

DURATION: A one day course

SUITABLE FOR: Those who manage people and who want to explore new ways of handling and understanding their relationships with colleagues. It is particularly useful for those who don't always understand some of their team, or who are sometimes surprised by colleagues' actions.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Be clear about what Emotional Intelligence is
- Know more about themselves through a deeper understanding of human behaviour
- Recognise their own emotional triggers as well as those of other people
- Be more sensitive to how other people see things
- Be more sympathetic and therefore more effective communicators
- Know more about how to adapt your behaviour to gain most from individual situations

PROGRAMME:

Introduction and prioritisation

- What we are going to cover today
- What would you like to achieve today?

What is Emotional Intelligence (EI)

- Defining EI
- How it works
- Setting out the core EI competencies
- Assessing your own EI

The Emotional Brain

- What it is that makes us feel the way we do
- Tuning in to our emotional state
- Tuning in to other people's emotional state

Behaviour and Leadership

- The role of emotion in our behaviour
- The five domains of EI
- Controlling disruptive emotions
- Resolving emotional exchanges in stressful situations

Multiple Intelligences

- What they are
- How we can use them to maximise our impact
- Recognising yours & others strengths
- Understanding others perception of you

Developing emotional management skills

- Developing your ability to influence
- Building trust, loyalty and commitment
- Becoming an all round listener

Conclusion and recap

- My plan for change