

**DURATION:** One day

**SUITABLE FOR:** Those who manage people and who want to explore new ways of handling and understanding their relationships with colleagues and team members.

## Objectives

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**By the end of the course you will be able to:**

- Clearly understand what Emotional Intelligence is
- Understand yourself better through a deeper understanding of human behaviour
- Recognise your own emotional triggers as well as those of other people
- Be more sensitive to how other people see things
- Communicate more effectively in a sympathetic manner
- Adapt your behaviour to gain the most from individual situations

## Programme

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### Introduction & Workshop Objectives

#### 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 and others' strengths
- Understanding others' perception of you

#### Developing emotional management skills

- Developing your ability to influence
- Building trust, loyalty and commitment

#### The way forward

- Taking ideas back to the workplace and putting them into action

For more information or to book please call **020 7256 6668** or email [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)