



MASTERING YOUR EMOTIONAL INTELLIGENCE

Type

Online (15 hours + 15 hours exercises and project presentation)

In-Class (5 days)

Audience

Middle, Senior and Executive Management

Course Objectives

- Emotional Intelligence is a set of competencies that enhance your ability to relate positively to others in the workplace.
- People with high emotional intelligence are adept at using empathy and constructive communication to create a collaborative, cooperative work environment.
- They naturally relate well to others; are able to accomplish more through encouragement and persuasion; and excel at inspiring, guiding, and leading others to achieve their best work. As performers, they tend to be flexible, adaptive, self-motivated, and confident. Unlike the IQ, which is set by the time someone is a teenager, the emotional intelligence (EQ) can be improved upon throughout a lifetime. Emotional intelligence (EI) is vital to being an effective and high-performing member of any team. Business professionals who understand the connection between emotions and actions and can apply EI skills to maximise effectiveness have a stand-out advantage in any situation.

Course Contents

- Understand the concept of Emotional Intelligence
- Evaluate your current level of emotional intelligence
- Identify your communication strengths and weaknesses
- Overcome certain personal beliefs that might be holding you back
- Understand how your emotions affect others — and how their emotions affect you
- Use Emotional Intelligence to improve teamwork