

Course Outline

Working with Emotional Intelligence

Course duration: 2 days.

This two-day course addresses our own Emotional Intelligence (EI) and how we can better understand ourselves and interpret others. It will provide you with the skills to be more self-aware and choose to manage your reactions. It also gives you the skills to assess other's emotions more effectively and deal with them successfully for enhanced performance.

Ever stop to wonder why we are all so different in how we react to situations – something that makes you furious, someone else responds with a shrug of their shoulders or someone loses their temper and you don't see what the big deal is? This becomes even trickier in the workplace if you work within or manage teams – how do you learn what makes others tick and how can you better deal with it?

Emotional Intelligence is now believed to be the biggest determining factor in being a good manager or leader, to being an exceptional manager or leader. Additionally, Emotional Intelligence is essential for all the relationships we have – whether with colleagues, friends, family or ourselves.

The course is highly interactive – with exercises and assessments to understand ourselves more thoroughly as well as practical time to put learning points into practice in a safe and supportive environment.

IS IT RIGHT FOR ME?

Understanding and working with Emotional Intelligence is scary for some individuals as it can't be based on facts or details – and emotions vary from individual to individual – making it even more difficult! If you want to obtain a grounding in emotional intelligence and learn how to apply it to both your work and personal relationships then this is a chance to learn and practise it in a friendly and open environment.

WHAT WILL I LEARN?

You will learn about yourself, what matters to you, drives you and makes you tick. You will learn how to manage your emotions more successfully and that you ALWAYS have a choice in how you respond to your emotions! You will learn how to build a better rapport with individuals, read and interpret their emotions and handle situations more effectively.

By the end of this course, you will be able to:

- Understand the four pillars of EI
- List the key EI skills
- Be aware of the history of EI and the basic physiology and top/bottom parts of the brain
- Learn your own triggers, what makes you react more emotionally
- Learn your positive triggers too – what motivates you
- Understand how your emotions alter under stress
- Develop your rapport with individuals
- Be able to read non-verbal language more effectively
- Be more cognisant of others' motivations and styles and realise that different is just that – not better or worse
- Be able to manage and work with people more effectively by understanding and respecting

their emotions

- Be more adaptable to how other's think and what different perspectives they have
- Use a conversation model to promote more emotionally effective conversations
- Learning basic coaching skills to better understand people and their goals and needs

WHAT WILL IT COVER?

The course covers the four pillars of Emotional Intelligence. Each module will be an interactive combination of theory, activities and exercises, and practical application working on your own scenarios so you can develop your learnings for your benefit.

What is Emotional Intelligence? – The Four Pillars of Emotional Intelligence

- Feeling and assessing emotions
- History of Emotional Intelligences
- Multiple Intelligences
- Physiology of the brain

Pillar One – Self-Awareness

- Learning the difference between top brain/bottom brain systems
- Recognising your emotional triggers
- Understanding your motivations and drivers
- Assessing your values and how you live them

Pillar Two – Self Management

- Gaining an overview of EI
- Understanding your reactions under stress and conflict
- Recognising you at your very best
- Learning what holds you back
- Choosing your attitude

Pillar Three – Social Awareness

- Building rapport with a broad range of people
- Reading and interpreting non-verbal language
- Using more effective questioning and listening
- Recognising facial expressions

Pillar Four – Social Management

- Understanding different behavioural styles of individuals
- Learning other's motivations, triggers and reactions
- Understanding and being more adaptable to understanding different perspectives
- Recognising diversity and differences
- Having more effective conversations
- Coaching for better conversations

Action Planning – Putting It All Together

- Developing your action plan to support how you want to use your learning