

Emotional Intelligence

25 - 29 March 2019, Istanbul

Introduction:

Emotional Intelligence is the capacity to recognize and effectively manage emotions in ourselves and with others. Emotional intelligence increases our ability to make good decisions, build relationships, deal with stress, and cope with change.

Research has proven that our emotional intelligence (EQ) is more reliable in predicting success than our intelligence quotient (IQ). In this course, we explore the topic of EQ and how to develop our own EQ, thus increasing our success with our career and relationships both inside and outside of work.

Objectives:

- Define Emotional Intelligence (EQ).
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- Successfully communicate with others in a non-verbal manner.
- Verbally communicate with others.
- Interpret and manage your emotions.
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language.
- Balance optimism and pessimism.
- Effectively impact others.
- Relate emotional intelligence to the workplace.
- Use the concepts and techniques in the workplace

Benefits:

- Increased ability to discuss emotions
- Awareness of how emotions influence decision making
- Ability to build and maintain relationships

Who is this course for?

This Emotional intelligence training course is for anyone in a management and leadership capacity who wishes to develop and enhance their intra and interpersonal skills. all sectors including the public sector, voluntary sector, corporate sector and private sector

Course Outline

What is Emotional Intelligence

Benefits of EI

Understand the difference between Trait EI and Ability EI

5 Dimensions of Trait EI Model

- Self Awareness (SA)
- Managing Emotions (ME)
- Motivation (M)
- Empathy (E)
- Social Skills (SS)

Determine your EQ

1- Self awareness (SA)

- Self Awareness
- Seeing the other side
- Giving in without giving up
- Life Positions – you and only you can choose your minds

2: Self-Regulation/Managing Emotions (ME)

- Self-Regulation/Managing Emotions (ME)
- The 'EQ brain' and how it works
- The science of emotions
- Understanding Emotions
- Find your self-control... take back your Amygdala
- Using Coping Thoughts

3: Self-Motivation (M)

- Self Motivation
- Optimism

- Pessimism
- The balance between optimism and pessimism
- The power of re-framing

4: Empathy (E)

- Empathy
- Barriers to empathy
- Developing your empathy

5: Social Skills (SS)

- Social skills
- Making an impact
- Creating a powerful first impression
- Assessing a situation
- Being zealous without being offensive
- Traits of a person with high social skills

Four Skills in Emotional Intelligence

- How to accurately perceive emotions
- Use emotions to facilitate thinking
- Understand emotional meanings
- Manage emotions

Verbal Communication Skills

- Focused listening
- Asking questions
- Communicating with flexibility and authenticity

Non-Verbal Communication Skills

- Body language
- The signals you send others
- It's not what you say, it's how you say it

Social Management and Responsibility

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Articulate your Emotions Using Language
- Disagreeing Constructively

Training Methodology:

- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Self-test and group activities
- Each participant receives a binder containing a copy of the presentation slides and handouts

Program Support:

This program is supported by interactive discussions, role play, case studies and to highlight the techniques available to the participants.

Course Fee :

US\$ 3,800