



Business success through people

EMOTIONAL INTELLIGENCE DEVELOPMENT PROGRAMME

4 days

WHO NEEDS THIS TRAINING?

All levels of staff. In organisational context, it is better to start this development from the top structure downwards. This will create a supportive structure for the changed perceptions and enable the transfer of learning.

WHY IS IT REQUIRED?

The Emotional Intelligence programme has been designed as a practical guide for individuals who want to understand themselves and others and be able to effectively manage emotions. The process will assist the individual to understand their inner world and how it is reflected in the life they live. The more we tap into and embrace our inner self, the more we will be able to create a meaningful and happy life.

The individual attending the programme needs to keep in mind that the process of learning about behaviour starts with understanding of self. The way you perceive yourself, the value you attach to your abilities, and the choices you make are all aspects that determine your relationships with self and thus also the relationship you have with others.

The aim of this programme is to capacitate the individual and enable them to take three important steps in life. These steps are:

1. Increased self-awareness, which will assist in understanding the messages given by their emotions.
2. Acknowledgement that they have the ability to make choices. This means a focus on assessing what they feel, why and then making a choice to manage what they feel. Having the ability to step outside their own world, thus aligning their choices with the outside world and others. This will enable the individual to engage, influence and inspire others, using the power from within and empathy.

OBJECTIVES

PART 1 – SELF-MANAGEMENT

At the end of this programme Trainees will be able to:

- Describe the concept of Emotional Intelligence and how it influences their daily lives at work and at home.
- Explain how Self-Management Skills impacts on their ability to effectively understand and manage their own emotions.
- Describe the different sides of being human and how it fits into The Total Spectrum of Being.
- Effectively apply their abilities of self-analysis to determine higher levels of Emotional Awareness through Accurate Self-Assessment.
- Understand the impact of Self-Confidence on personal effectiveness and explain how they need to adapt their behaviour to achieve higher levels of confidence.
- Effectively use their abilities of self-regulation to achieve better Self Control.
- Effectively Managing Stress and Anger.

- Describe the importance of building Trust in their primary and secondary relationships and apply basic skills to improve their trust bonds.
- Live a life filled with Integrity, based on the emotionally intelligence choices they make in life.
- Use Adaptability to show versatility in their interactions with others and their relationships as a whole.
- Apply the concept of Self-Motivation to develop an internal Locus of Control.
- Establish higher levels of Commitment through leading by example.
- Determine an action plan to implement their self-management development actions in the next six months.

PART 2 – RELATIONSHIP-MANAGEMENT

At the end of this programme Trainees will be able to:

- Describe the concept of Emotional Intelligence and how it influences their daily lives at work and at home.
- Understand the impact of Social Awareness on their effectiveness in primary and secondary relationships.
- Apply the skill of Empathy in their interaction with others.
- Show Caring And Emotional Support towards others through higher levels of Emotional awareness.
- Explain how their Inter-Personal Relationship Skills can be improved through higher levels of Self Management.
- Apply improved levels of inter-personal Communication to Influence others.
- Effectively manage Conflict in interpersonal relationships.
- Apply Encouragement to Activating Change in Others.
- Build lasting relationships.
- Work effectively with others.

Determine an action plan to implement their relationship-management development actions in the next six months.