

## Overview

It is now accepted that technical ability or professional knowledge alone is not enough to be successful in today's competitive business climate.

This is especially so in a Management & Leadership role

To be able to interact with others, make decisions, take optimal actions in solving problems, and cope with change or challenges demands something more. This something more is Emotional Intelligence.

This practical course will provide attendees with strategies and techniques to help them increase their Emotional Intelligence and as a result, become more effective in their work.

During the course attendees will practice skills that can be applied immediately after the course.

The course will use the EQ-i 2.0 Framework as a platform to explain Emotional Intelligence and focus on relevant EI competencies.

### Who Should Attend

- Managers or supervisors responsible for team success.
  - Those wanting to improve their professional performance

### Attendees Will Learn

- How to manage the daily challenges of their professional roles.
  - How to better communicate with and engage others.
- How to increase performance from themselves and their team.
  - An understanding of their EI strengths and development needs.

Duration	2 Days
Fee	£ 690 Training Course Only £ 895 With EI Assessment
	€ 870 Training Course Only € 1110 With EI Assessment
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs

## Content

### Introduction

- What is Emotional Intelligence?
- An Emotional Intelligence Framework
- Why Emotional Intelligence Matters in Work
- The Core Skills: Developing Self-Awareness

### Understanding Ourselves and Our Motivators

- Recognising & Understanding Our Emotions
- Self-Regard & Self-Actualisation
- Effective Expression of Emotions to Engage Others
- Self-Advocacy: Developing Assertiveness & Independence

### Emotionally Intelligent Leadership

- EI and Leadership Styles
- Effective Decision Making & Accountability

### Understanding and Working with Others

- Communication Hijackers: Intent & Impact
- Empathy for Improved Engagement
- Building Effective Working Relationships
- Understanding Our Triggers
- Choosing the Best Conflict Response Style
- Responding Rather Than Reacting: Impulse Control

### Creating & Managing Change

- Using Your EI Assessment Report
- Optimism, Flexibility and Stress Tolerance

### Post-Course Optional Assessment

Following the course participants can take an on-line EI Assessment and receive their individual and confidential EI Report (EQ-I 2.0). This is followed up by 1-2-1 feedback from the course trainer (a fully qualified EQ-i Assessor) on the outcomes of the report, its application to the individual's current work and suggested strengths and development opportunities.

#### Optional Discounted Emotional Intelligence Assessment

Participants on this course are entitled to an optional EQ-i Assessment which normally costs €380 / £320 per person discounted to €250 / £205 per person

