

EMOTIONAL INTELLIGENCE

Introduction:

Would you like a happier, more relaxed and efficient workforce? This programme can help you to achieve one. Happier, more efficient staff will improve productivity and sales, decrease staff turnover and improve service to customers and clients.

Objectives:

Delegates will learn to understand the part that emotion plays in the workplace at all levels. Understanding why we behave the way we do breaks down barriers to progress and results in greater confidence, better communication, self-awareness and goal setting.

Programme Synopsis:

- What is emotional Intelligence?
- Identifying how emotions affect performance
- Understanding and handling emotions such as frustration, anger, stress in yourself and others
- Understanding core emotional competencies: empathy, getting along with other people, respect for others, assertiveness skills, goal setting, communication and positive thinking
- Applying these core emotional competencies in the workplace
- Making the most of yourself
- Practical workshops

Duration: Two (2) Days

Course Code: TSCEQ

Certification: Training Solutions 2000