

# Emotional Intelligence

*“Emotional Intelligence, more than any other factor, more than I.Q. or expertise, accounts for 85% to 90% of success at work.... I.Q. is a threshold competence. You need it, but it doesn't make you a star. Emotional Intelligence can.”* Warren Bennis

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. The concepts of emotional intelligence have been around since at least the 1900's, but gained momentum after the publication of Daniel Goleman's best seller 'Emotional Intelligence: Why it can matter more than IQ'. Today, professionals continue to acknowledge the importance and relevance of emotions to work outcomes.

Our Emotional Intelligence Workshop is designed to help you build stronger relationships, succeed at work, and achieve your career and personal goals. During the workshop, participants will explore ways to develop and implement the core competencies of EQ in order to improve their relationships with others and adapt their responses to specific situations.



## Course Objectives and Content

### KEY LEARNING OBJECTIVES

1. Understand the core competencies required to practice emotional intelligence.
2. Recognise tools to regulate and gain control of one's emotions.
3. Communicate effectively with others, both verbally and non-verbally.
4. Apply the concepts and techniques of emotional intelligence in one's daily life.

### WHO IS THIS FOR?

This course is suited for everyone in any organisation!

### COURSE CONTENT

1. What is emotional intelligence? self-awareness, self-management, self-regulation, self-motivation, empathy.
2. Skills in emotional intelligence; how to accurately understand emotions, use emotions to facilitate thinking, manage emotions.
3. Verbal communication skills; focused listening, asking questions, communicating with flexibility and authenticity.
4. Non-verbal communication skills; body language, it's not what you say, it's how you say it.
5. Social management and responsibility; benefits of emotional intelligence, articulate your emotions using language.
6. Tools to regulate your emotions; seeing the other side, self-awareness and self-management, giving in without giving up.
7. Gaining control; using coping thoughts, using relaxation techniques, bringing it all together.
8. Managing emotions in the workplace; understand the role of emotional intelligence at work, disagree constructively.
9. Self-motivation; optimism, pessimism, the balance between the two.
10. Making an impact; creating a powerful first impression, assessing a situation, being zealous without being offensive.

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