

## Emotional Intelligence

### Introduction

Emotionally intelligent management embraces and draws from numerous other branches of behavioral, emotional and communications strategies to develop more productive and successful leaders. Understanding and raising your Emotional Intelligence is essential to your success and leadership potential. In this workshop, delegates learn how to:

- Develop the ability to sense, understand and effectively apply emotions as a source of leadership, communication and influence
- Gain insights into perceptions and its importance in the workplace
- Understand how EQ influences the way they respond to others and themselves
- Discover how to apply EQ in the workplace for building teamwork and accountable leadership

### Workshop Objectives

Participants attending the workshop will:

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
- Develop skills in responding to criticisms & adversity
- Leadership strategies for working with others towards shared goals

### Training Methodology

This workshop will involve the use of slides, handout material, work manual with all instructor notes and slides, examples of best practice and appropriate video/DVD material. The use of flip-charts, syndicate workshops and reporting back sessions will encourage a fully participative and enjoyable event. Delegates will be encouraged to participate actively in relating previous work experiences.

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### Workshop Summary

The workshop will concentrate on the skills required to lead teams effectively and manage the basket of personalities normally found in a diverse groups. The ability to respond appropriately to feelings in ourselves and others, apply critical decision making skills objectively, practice innovative teamwork and encourage synergy between team members are vital to building a successful organization.

Furthermore, on a personal level, participants will learn how to improve their leadership skills to motivate themselves and inspire others. Handle stress the high EQ way and delegate tasks for mutual enrichment.

### PROGRAMME OUTLINE

#### DAY 1 - Understanding Emotional Intelligence (EQ) and Using EQ

- What is Emotional Intelligence Quotient
- Intrapersonal & Interpersonal skills
- Emotional Intelligence in the workplace
- Your personality style
- Managing your emotional stress
- Managing your body, mind and heart
- Developing innovative teamwork

#### DAY 2 - Develop your emotional skills

- Developmental stages of human development
- Managing mind with Cognitive Behavioural Therapy (CBT)
- Managing our heart to develop EQ
- Principles of life
- TENT Therapy for maintaining High EQ
- Developing openness to new ideas
- Developing emotionally excellent leadership
- Action plan

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