

## Introduction to Emotional Intelligence

### INTRODUCTION

In management roles today, not only does the manager need to have technical skills, they also need to have personal qualities such as initiative, adaptability, empathy and persuasiveness. These personal qualities are the skills of Emotional Intelligence.

This is an introductory course, which highlights the skills of Emotional Intelligence and how they can be utilised to great effect in the workplace.

### COURSE OBJECTIVES

**By the end of the course, delegates will have:**

- **Reviewed** the meaning of emotional intelligence and its purpose in the workplace
- **Reviewed** the five competencies of Emotional Intelligence – Creative Tension, Active choice, Resilience under Pressure, Empathic Relationships, Self Awareness and Control
- **Identified** motivational emotions
- **Identified** the skills required to develop Emotional Intelligence within themselves
- **Developed** a personal plan to utilise the skills of Emotional Intelligence
- **Practised** their newly acquired skills in a work context
- **Developed** an action plan for implementation in the workplace

### COURSE CONTENTS

#### Introduction to Emotional Intelligence

What is emotional intelligence?  
How can this be utilised in the workplace

#### Identifying personal competences

#### The five elements of emotional intelligence

Empathy – why is it essential for managing and leading others  
Cultivating Self Awareness  
Understanding our own and other's emotions  
The role of intuition in decision-making  
How to manage your internal states, impulses and resources  
How to control disruptive emotions

#### Motivational Emotions

What are these?  
How can we utilise these to develop ourselves

#### Utilising the Skills of Emotional Intelligence in the Workplace

Practical exercises

#### Personal Development Action Plans

**COURSE DURATION:** 1 Day Course

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