

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 drive, 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 social competencies of Emotional Intelligence
- **Identified** how emotions affect our motivation
- **Identified** the skills required to develop Emotional Intelligence within themselves
- **Developed** a personal plan to utilise the skills of Emotional Intelligence
- **Explored** how to apply your newly acquired skills at work
- **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

The five domains of emotional intelligence

Self-awareness – understanding our own emotions
Self-regulation – learning how to manage our internal states, impulses and resources and how to control disruptive emotions
Self-motivation – understanding how to impact our own motivation, being consistent and unstoppable.
Social awareness – understanding other's emotions and why they behave the way they do
Relationship management – exploring the role of empathy in seeing things from another's perspective and dealing with conflict

Emotions and motivation

Understanding our experience of different emotions
Identifying how our emotions affect our motivation
Where our emotions come from

Utilising the skills of Emotional Intelligence in the Workplace

Personal Development Action Plan

COURSE DURATION: 1 Day Course

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