

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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