Emotional Intelligence

“When the balance tips from task to relationship, the skills of Emotional Intelligence take you from being an effective manager to an influential leader. Deal with stress, communicate clearly and get results in this action learning program.” - Peter Smith

Program Overview

This course aims to ground the participant in the practical skills of emotional intelligence. It’s all good in theory, which most people are aware of, but the skills practise and roll plays provided in this program allow the participants the opportunity to transfer their learning immediately. Participant business case studies will be workshopped and solutions provided. The outcome of this course is for participants to return to work and deal with bottom line business issues that are relationship focussed and ultimately affect productivity and profitability.

Key Benefits

Participants will be able to:

✓ Deal with difficult customers and co-workers more gracefully and effectively
✓ Handle stress more effectively using the ‘heart math’ TM approach
✓ Determine a S.W.O.T. analysis of their Emotional Intelligence
✓ Practise skills to deal with emotional ‘hot spots’
✓ Understand what to say and how to say if and when emotional intelligence is A.W.O.L.
✓ Understand how to coach others in increasing their emotional intelligence

Who Should Attend?

This program is for anyone who is involved in conversations or relationships in the workplace (that’s about everyone)

Key Competencies

✓ Stress Management
✓ Self-Awareness
✓ Self-Management
✓ Situational Awareness
✓ Conversational skills of EQ
✓ Conflict Resolution

Duration | Minimum | Pricing | Facilitated by
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2 day | We reserve the right to reschedule this course if minimum numbers of 8 are not achieved to ensure maximum participation. Guaranteed confirmation will be given seven days out from this event. | $825.00 per/ person | Peter Smith