



## Leading Your Team with Emotional Intelligence

Workshop Duration: 2 Days

Facilitation in English

### Workshop Description

As a leader, you influence the thoughts, actions, decisions and attitudes of your team based on how you approach situations, manage your emotions, present information, make decisions and interact with others. The expectations of a leader are enormous and using emotional intelligence can help you through some of your more challenging situations. Building an emotionally intelligence culture will not only help you to achieve your goals and objectives but will help prepare and set the right course for future leaders.

This workshop is designed to help you recognize and understand the wisdom of emotions in how they influence your thinking and behaviour, and to deal with emotions in more positive and productive ways. Building your EQ will make a positive difference in both your career and personal life, and will influence the quality of your decision-making, build and strengthen your relationships, help you effectively navigate change and daily challenges, deepen customer and employee loyalty, inspire creativity and innovation, strengthen team and employee competencies and foster overall well-being.

### Who Should Attend

Anyone in a management or leadership position

### What You Will Learn

- Identify, understand and manage emotions (within self and others)
  - Use emotions to guide more effective decision-making
  - Establish the 'right' focus in situations that are complex or challenging
- Understand what motivates you and your staff.
- Focus your energy where you have control.
- Learn communication techniques that will build relationships, engage employees, work through resistance, and support staff.
- Leverage the power of empathy and see how the dynamics of a relationship change.
- Understand the components of influencing skills and determine what you could do differently to strengthen your influence
  - Communicate change effectively using a change management model.
  - Help employees navigate through change so they become more comfortable with uncertainty.
  - Strategize with your classmates on some of the tougher leadership challenges.



### At the end of this workshop, you will be equipped to:

- Employ daily strategies to strengthen your own EQ
- Manage stressful situations successfully so you can refocus your energy in productive ways
- Use time efficiently and get the most out of your day
- Interact with others in a way that positively impacts productivity, team effectiveness and personal outcomes
- Accurately assess social situations to increase cooperation and teamwork and decrease resistance
- Increase your persuasiveness, interpersonal effectiveness, and ability to negotiate and problem-solve
  - Promote change and work through challenges as a team
- Mentor others in the management of emotions to create an environment that is proactive versus reactive
- Build a positive culture of EI in your organization