



The Fundamentals of Emotional Intelligence

Workshop Duration: 2 Days

Facilitation in English

Workshop Description

It used to be a common belief that individuals with the highest IQ are the best equipped for career success. However, it has been repeatedly demonstrated that those who are able to: manage their emotions and the emotions of others, effectively adapt to change and circumstance, and facilitate team development are the most successful in both their careers and personal lives. These competencies are all related to a person's EQ (Emotional Intelligence Quotient). Despite the available research, the power of EQ is still highly undervalued at the workplace.

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 manage change and daily challenges, deepen customer loyalty, inspire creativity and innovation, and foster overall well-being.

Who Should Attend

Anyone who would like to build their intrapersonal and interpersonal expertise

What You Will Learn

- Identify, understand and manage emotions (within self and others)
 - Use emotions to guide more effective decision-making
- Move from destructive or distorted thinking to more focused and constructive thinking
 - Establish the 'right' focus in situations that are complex or challenging
- Employ self-motivation techniques to change unhelpful mindsets and attitudes
- Accurately "read" others and interpersonal situations to modify and adapt your approach
- Learn communication techniques that will strengthen relationships, overcome resistance and explore alternative and options
- Leverage the power of empathy and see how behaviour and the dynamics of a relationship change
- Understand the components of influencing skills and determine what you could do differently to build these skills



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

- Apply Intrapersonal and Interpersonal Emotional Intelligence competencies in a variety of situations
- 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
- Connect with others in a way that positively impacts business 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
- Mentor others in the management of emotions to create an environment that is proactive versus reactive