



Workshop Overview

Most people will be familiar with IQ as a measurement in people and this is often related to how brainy/intelligent a person is or not. EQ (Emotional Quotient) is the measurement of an individual's emotion, how they understand others, how they think and feel. People with a high emotional intelligence are often better at fostering and establishing relationships and make for good managers or leaders or can be highly effective in customer service or sales-orientated roles.



Benefits

This course is about improving yourself in life and work through a deeper understanding of people's behaviour and getting to grips with your own emotional reactions. It will enable you to drastically improve your ability to grasp what is driving a given situation and adapt your behaviour to gain the most beneficial outcome.

Outcomes & Content

- ✓ Understanding emotions
- ✓ What is emotion and where does it come from
- ✓ Consider people who have EI and their impact
- ✓ The difference between emotions and feelings
- ✓ What is emotional intelligence
- ✓ Self-awareness/self-regulation
- ✓ How to manage one's internal states
- ✓ How to control disruptive emotions.
- ✓ Identifying and assessing competencies of EQ
- ✓ Cultivating self-awareness
- ✓ Social skills, empathy and motivation
- ✓ Building collaborative relationships
- ✓ Resolving emotional exchanges



Who should attend ?

This workshop is for those with management responsibility wishing to explore new ways of handling and understanding interpersonal relationships and the motivation of others or for anyone who wants to fully understand what is meant by the term Emotional Intelligence or wants to learn how to fully develop their own EI.

