



DEVELOPING YOUR Emotional Intelligence



UNIVERSITY OF ROCKHAMPTON
MAKING THE DIFFERENCE



Course Introduction:

Emotional intelligence (EI) is vital to being an effective and high-performing member of any team. Business professionals who understand the connection between emotions and actions and can apply EI skills to maximize effectiveness have a stand-out advantage in any organization.

Course Objectives:

By the end of our Confidence Building training and Assertiveness course you will be able to:

- Recognize the benefits of developing EI
- Define EI competencies and origins
- Identify personal strengths and limitations using the Emotional and Social Competency Inventory
- Apply the researched EI competency framework to optimize professional performance and working relationships
- Build a personal development strategy

Who Should Attend?

Anyone who needs to develop their assertiveness skills in the workplace and improve self-esteem

Course Outline:

The Meaning and Value of Emotional Intelligence

- Defining Emotional Intelligence (EI)
- Comprehending the neurological and physiological underpinnings of EI
- Relating the behaviors, impact and challenges of EI on workplace performance
- Identifying your workplace relationships and their importance to yourself and others

Explaining the EI Competency Framework

- Defining the four domains in the Emotional Intelligence model
- Explaining the relevant competencies associated with each domain

Gaining Personal Insight into Your EI Competencies through a Self-Assessment

- Describing your EI strengths and challenges to illustrate your ESCI profile
- Selecting potential developmental areas for enhancing your EI skills
- Being aware of your personal reactions to the self-assessment

Tools and Techniques for Increasing Competence in the Four Domains of EI

- Explaining each domain: Self Awareness, Self-Management, Social Awareness, Relationship Management
- Describing developmental activities that will increase skill and understanding
- Practicing developmental activities associated with each domain

Identifying Areas for Improvement and Specific Steps for Developing EI

- Consolidating information from assessment/reflection into an action plan
- Planning specific techniques to act on improvement areas
- Devising methods to maintain focus on development plans

Learning Objectives

- Recognize the Impact Emotional Intelligence Has on Your Professional Development
- Assess Your Current Emotional Intelligence
- Identify the Four Key Emotional Skills
- Apply Emotional Intelligence to a Broad Variety of Workplace Activities
- Use the EI Blueprint to Approach Difficult Professional Interpersonal Challenges
- Create an Action Plan for Continued Emotional Intelligence Self-Development

Overview of Emotional Intelligence

- List Personal Workplace Benefits to Be Gained By Developing Emotional Intelligence
- Assess and Analyze Your Present Emotional Intelligence
- Synthesize What Each Element of the Emotional Intelligence Model Brings to Developing Productive Working Relationships

Identifying Emotions

- Identify Personal Emotions and Their Associated Feelings
- Recognize Common Verbal and Nonverbal Cues Associated with Specific Emotional Expressions
- Apply Emotionally Intelligent Listening Skills to Enhance Awareness of Others Emotions

Understanding Emotions

- Explain How the Brain Works in the Emotional Response System
- Assess Individual Emotional Responses to Shared and Common Situations
- Review Ways to Describe Emotions and Subsequent Moods Using Complex Emotional Vocabulary

Leveraging Emotions

- Define the Role of Emotion in How We Think and Physically Feel
- Recognize and Manage Physical Responses to Emotions
- Investigate and Apply Mood induction strategies

Managing Emotions

- Identify the Personal Cost Benefit for Staying Open to, Rather Than Suppressing, Emotions
- List and Apply Preventive Strategies to Manage Emotions
- List and Apply Responsive Strategies to Manage Emotions

Emotional Intelligence Blueprint

- Identify the Four Steps of the Emotional Intelligence Blueprint Process
- Apply Each Step in the Emotional Intelligence Blueprint Process
- Employ the Emotional Intelligence Blueprint to a Workplace-Specific Case Study

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

