



EMOTIONAL INTELLIGENCE

Innovation, Creativity & Dealing with Change

Course Introduction:

This training will introduce participants to the concept of emotional intelligence, innovation and creativity. Besides that, it covers the subject related to dealing with change, why change occurs and all the factors that impact business operations and have an effect on enterprises. These varied topics will give participants an overview of emotional intelligence and its link to creativity and dealing with change. Above all, the purpose of this workshop is to help participants assess their skills, recognize their own potential and weaknesses as well as manage their emotions and behaviors in the most appropriate manners. In brief, this training will also help people to improve their knowledge and understanding on how to better handle interpersonal relationships in the most effective way using self-test, background check, informational skills and etc.

Course Objectives:

This specific seminar will equip participants with all the skills required for emotional intelligence, innovation, creativity and dealing with change. By end of this workshop, participants will have a better perception on how to improve work performance and achieve higher productivity and results. We believe that emotional intelligence determines people's potential for learning the various skills based on key elements e.g. self-awareness, motivation, self-regulation, empathy, flexibility and adeptness in relationships.

Who Should Attend?

We expect the target audience to represent supervisory and middle management levels. Any person who is highly interested in developing these areas is eligible to attend this program.

Course Outline:

DAY 1: Emotional Intelligence

- Introduce the concept of Emotional Intelligence (EI)
- Highlight the differences between EI, EQ, and IQ
- Explain the key elements embedded in EI Concept
- Identify the main characteristics of high and low EQ
- Learn how to increase your EQ

DAY 2: Creativity & Innovation

- Define the concept of creativity and innovation

- Explain the link between creativity, Innovation and EI
- Describe the various types of creativity acquired by people
- Identify the ways to stimulate own creativity to achieve better results
- Learn how to be creative and reach creativity while performing the job

DAY 3: Dealing with Change

- Define the concept of change and its impact on people and organizations
- Explain the forces driving the need for major changes in Organizations
- Describe people reactions and emotional response to change
- Highlight the dimensions of change and their impacts on business operations
- Clarify the importance of positive individual and organizational change

DAY 4: Managing Performance & Improving Behavior

- Highlight the key factors to ensure true success
- Learn how to commit and communicate to achieve better results
- Enhance your self-efficacy and better manage your performance
- Identify main challenges faced and seek constructive feedback
- Prepare a development plan and ensure continuous learning

DAY 5: Presentations & Feedback

- Deliver short presentations about selected topics
- Provide some tips on how to increase understanding of oneself and others
- Give and receive feedback about the training program

Course Certificate:

المركز العالمي للتدريب والتطوير
International Centre For Training & Development

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

