

SSBS023: Emotional Intelligence

Overview:

Emotional Intelligence is increasingly relevant to organisations because the EI principles provide a new way of understanding and assessing people's behaviours, management and leadership styles, attitudes, interpersonal skills, and potential. These skills and emotional competencies are vital in terms of facilitating a productive workplace. With greater emphasis being placed on teamwork in organisations, more attention is being paid to the concept of Emotional Intelligence (EI) which is at the heart of effective leadership.

Emotional Intelligence is defined as *'the capacity for recognising our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.'* As can be seen from this definition, examining EI also involves exploring the areas of motivation, influencing skills and relationship management.

The emphasis during the EI workshop is on the practical application of EI and therefore explores issues like EI & Communication Skills, Relationship Management and Leadership, as well as how to go about enhancing participants levels of EI.

The workshop is tailored to meet the specific requirements of the attendees. It is an interactive workshop peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. In addition participants get the opportunity to put their new found skills into practice in a learning environment.

Duration:

1 day

Objectives:

- Develop and understand of Emotional Intelligence concepts and tools and demonstrate the relevance of EI for education, organisation's and the participant.
- Help identify participants organisation's current issues and explore the implications of EI for dealing with these issues
- Experience and EI assessment
- Identify actions to increase EI in educational settings

Content:**What is Emotional Intelligence?**

- Definitions
- The benefits of enhancing EI (individual and organisational)
- The importance of EI & supporting statistics
- Why EI is the difference that makes the difference between average and outstanding performers.

The Emotional Intelligence Model

- Exploration of the 4 cornerstones of EI (Self Awareness, Self Control, Social Awareness, Relationship Management.)
- Self Awareness exercises

Emotional Intelligence & Communication Skills

- How communication is broken down
- The role of rapport and how to consciously use it to enhance communication skills.
- How to use EI to improve working relationships with colleagues (a framework.)

How to enhance participants levels of EI

- Developing individuals Emotional Intelligence
- Why enhancing EI involves practice & feedback
- The steps involved in enhancing EI
- Enhancing Listening Skills, the foundation of effective communication and a practical example of how to develop EI.

EI & Leadership

- Viewing leadership as the 'art of inspiring others to do what they would not normally do' we explore how enhancing individual levels of EI will enhance participants influencing skills.
- Different styles of leadership and when to use them.

Going Forward – Applying the learning

- The 6R framework, an effective and practical planning tool that combines the various concepts covered during the workshop.
- How to ensure attendees apply their learning and keep the momentum going.

Studies both here and in the US have show that when other factors are equal (IQ, knowledge, skills, experience) Emotional Intelligence is the difference that makes the difference between average and outstanding performers. This workshop will introduce participants to the topic of Emotional Intelligence and show participants how to apply its concepts to help take performance at work to the next level.