

Leading With Emotional Intelligence

HS-105

Duration: 2 days; Instructor-led

Time: 9:00 AM – 5:00 PM

ABOUT THIS COURSE

Modern leadership is characterised by inspiring teams and guiding individuals and groups. Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life. In this course, you will explore the EQ model and identify the principles and skills necessary for personal insights and understanding in the work place. You will understand what is EQ, why it is beneficial, and how you can enhance your current EQ knowledge and skills at the workplace office to ensure career success and better working relationships.

AUDIENCE

This programme is designed specifically for:

- Managers, Department Head
- Supervisors
- Business Owners, Entrepreneurs

METHODOLOGY

The course is an Interactive and enjoyable course that will involve:

- Role Plays
- Games and Simulations
- Video/Audio Presentations
- Interactive and Engaging Learning
- Experiential Learning

OBJECTIVES

- Understand EQ and its components
- Master the 5 pillars of Emotional Intelligence as advocated by Dr Daniel Goldman
- Discover why you do what you do by understanding your emotions better
- Develop self-awareness with emotional intelligence
- Foster emotional intelligence in teams to enhance performance and satisfaction
- Build healthier relationships in the workplace
- Understanding each other & perceptions (exercising Empathy)
- Creation of more inspiring leaders with greater personal impact and influence

COURSE CONTENTS

Module 1: INTRODUCTIONS TO EMOTIONAL INTELLIGENCE

- The Genos Model
- What is Emotional Intelligence
- Components of Emotional Intelligence (EQ)
- How to measure Emotional Intelligence

Module 2: WHY DOES EMOTIONAL INTELLIGENCE MATTER?

- Benefits of Emotional Intelligence & Value of EQ in Organisations

Module 3: BASIC PRINCIPLES: UNDERSTANDING EMOTIONS (SELF AWARENESS)

- Knowing your own emotions and the affect they have on performance
- Understanding other people's emotions – cultivating awareness of others' feelings,
- emotions, concerns and needs
- Emotions out of control

Module 4: PERSONAL MASTERY - KNOW THYSELF (SELF MOTIVATION)

- Self-Knowledge & Self-Management
- EQ Analysis
- Insight Applied
- Measuring EQ – Neurolinguistics

Module 5: ONE-TO-ONE: EQ AT THE INDIVIDUAL LEVEL (EMPATHY)

- Using clear expression to inspire and drive your staff forward
- Making connections – Listening vs Hearing
- Using your interpersonal skills to draw out the best in others
- Demonstrating empathy in managing others
- Being aware of the development needs of others

Module 6: EMOTIONAL INTELLIGENCE FOR SOCIAL AWARENESS & RELATIONSHIP MANAGEMENT

- Encouraging and accepting new ideas, new approaches and new information –
- managing and profiting from variety and diversity
- Increasing energy for improved effectiveness
- Taking responsibility for personal performance
- Being intuitive in your decision making
- Listening and responding with conviction and openness
- Turning negativity into positive power – profiting from optimism

- Controlling anger and disruptive emotions and impulses
- Managing and preventing stress
- Embracing change positively – having a flexible and adaptive approach to change
- Building collaborative relationships based on trust, commitment, and credibility

Module 7: COACHING UNDERACHIEVERS TO SUCCESS VIA EQ

- Recognising the reasons for employee mistakes and frustration
- How-to's for handling the most common employee problems
- Steps for discussing performance issues effectively in a face-to-face meeting
- Understanding your role when an employee brings personal problems to work
- Holding employees accountable — the bottom line in dealing with under achievers.