



Emotional Intelligence

Program Outline

Overview Technical ability and IQ are important, but research increasingly indicates that one of the most critical skills required in today's workplace is emotional intelligence.

In this program we introduce the key elements of emotional intelligence and start to develop participants' ability to understand and manage their emotions and build stronger relationships with peers, managers, direct reports and clients/customers.

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- Topics**
- What is Emotional Intelligence?
 - The business case for EI: How it will make you a better performer
 - The 4 elements of EI
 - Core beliefs & values
 - Gaining emotional control
 - *Exercise – "Triggers & Values"*
 - Personal Action Plan

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- Outcomes**
- Greater awareness of one's emotions and values and how one's behaviour impacts others
 - Improved ability to control emotions and choose more appropriate behaviours
 - Build and maintain stronger relationships

Duration 1 day