

PROGRAM INTRODUCTION

Everyone has emotions. Sometimes emotions seem untouchable – it is hard to explain them with language. Emotions reside within us, sometimes invisibly influencing our decisions and our lives. Research has proven that emotional intelligence (EQ) is more reliable in predicting success than intelligent quotient (IQ).

In this course, we will discuss the topic of emotional intelligence. We will relate it to the workplace and explain how practicing emotional intelligence increases our ability to make good decisions, build relationships, deal with stress and cope with change.

HOW WILL YOU BENEFIT:

By the end of this program, participants should be able to:

- ◆ Identify the main **EI competencies** and know how each area can contribute to your personality and interaction with others
- ◆ Recognize and understand your **moods and emotions** and their **effect on others**.
- ◆ Manage and **regulate your emotions** to make sure they don't disrupt your behavior
- ◆ Control and guide your emotions so you can achieve more, boost yourself and **vastly increase your productivity**.
- ◆ **Establish rapport** with others and improve the effectiveness of your communication
- ◆ **Understand others' feelings** when interacting with them and become a trusted person in their network

KEY CONTENTS:

1. Introduction To EI

- ◆ What is EI?
- ◆ What constitutes the EI framework?
- ◆ What are EI competencies?

2. Self-Awareness

- ◆ What is emotion?
- ◆ Why are we emotional?
- ◆ How does "Emotional Hijacking" takes place?

- ◆ How does the brain process emotions?
- ◆ How does the brain perceive the world?

3. Self-Management

- ◆ How to take advantage of the power of optimism?
- ◆ How to manage your anger effectively?
- ◆ How to control your worry?

4. Self-Motivation

- ◆ How to motivate yourself?
- ◆ How to avoid apathy?
- ◆ How to be creative?

5. Empathy

- ◆ How to have empathic communication with others?
- ◆ What is the physiology of empathic communication?

6. Social Awareness

- ◆ How to have effective group interactions?
- ◆ How to listen positively?
- ◆ What are the "Negative Listening Types?"
- ◆ How to raise your social awareness through listening?

7. Relationship Management

- ◆ What are the "Six Human Needs?"
- ◆ How to recognize others' needs and desires?
- ◆ How to categorize people based in their needs to make useful conclusions on follow up actions

METHODOLOGY This program will be delivered through Case studies, which are built through actual working environments, small group practical exercises, small group discussion, facilitator presentations, skill practices, application planning and walk-through simulations.

WHO SHOULD ATTEND?

This course is designed for Managers, Head of Department, Executives and Supervisors