

Improving Your Performance through Emotional Intelligence (2 Days)



Maximum Participants: 16

Duration: Two Days

Timings: 09:30 – 16:30

Mike Phillips Training

Releasing potential through learning and development

Suitable for

For those who want to build effective working relationships, boost performance and achieve better results.

Aim

To understand the importance of emotional intelligence in today's workplace and how it can improve performance. You will discover how emotions impact on your performance, and how to manage and understand the emotions of others.

Learning Outcomes

By the end of the course, you will be able to:

- Define Emotional Intelligence and outline its potential workplace benefits
- Explain how emotions work and their impact on our thoughts, feelings and behaviour
- Define empathy and explain how to develop empathy/rapport with others
- Differentiate between 'group think' and 'team think'
- Develop greater self-awareness and select a range of strategies to manage your emotions
- Use Emotional Intelligence to improve working relationships
- Assess your levels of self-motivation and determine how to boost your performance
- Identify personal strengths and develop these for maximum performance
- Use observation of others' non-verbal communication to gain insight and greater influence during communication

You will also leave the course with:

- A sense of achievement
- A Personal Action Plan to take your learning further
- A toolkit of techniques and practical ideas for releasing your potential

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Dealing with Difficult Behaviour in the Workplace
- ➔ Effective Team Working – Play Your Part
- ➔ Influencing and Persuading Skills
- ➔ Interpersonal Communication Skills
- ➔ Motivating Staff for Peak Performance
- ➔ NLP in the Workplace (2 Days)
- ➔ Resolving Differences and Conflict
- ➔ Simply the Best – Building your personal image, self-esteem and confidence
- ➔ Supervision and Support – The Next Level (2 Days)

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"This course has helped me develop my self-awareness and help me communicate better with others in my workplace."

Creative and encouraging delivery style.

Course Participant

Bolton Patients Council



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