



Course Outline

Emotional Intelligence:

Improve Your Workplace Relationships and Performance

Minimum and Maximum Learners: 6 to 16 Duration: One Day Timings: 10:00 – 16:30

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 working relationships and 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 and rapport with others.
- ✔ **Differentiate** between 'group think' and 'team think.'
- ✔ **Develop** greater self-awareness and select a range of strategies to manage your emotions.
- ✔ **Assess** your levels of self-motivation and determine how to boost your performance.

✔ **Identify** personal strengths and develop these for maximum performance.

✔ **Use** Emotional Intelligence to improve working relationships.

Benefits of Attending

✔ Feel confident and ready to put your learning into practice.

✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.

✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)

➔ Assertiveness II: Assertiveness and Me: Putting it into Action (2 Days)

➔ Confidentiality and Personal Boundaries

➔ Dealing with Difficult Behaviour and Situations in the Workplace

➔ Developing Resilience in an Ever-Changing World

➔ Effective Team Working – Play Your Part

➔ Influencing and Persuading Skills

➔ Making the Most of Meetings I: Skills for those chairing, leading or facilitating meetings

➔ Making the Most of Meetings II: Skills for those attending and participating in meetings

➔ Motivating Staff for Peak Performance

➔ Support and Supervision II: Taking Your Supervision to the Next Level

