



Increasing your Emotional Intelligence®

Professional Development Seminar

LEARNING OUTCOMES

- HANDLE EMPLOYEES PROBLEMS QUICKLY AND EFFECTIVELY
- NEW WAYS TO ESTABLISH, SET AND WORK TOWARDS ACHIEVING YOUR ORGANISATION'S GOALS AND OBJECTIVES
- ORGANISE EACH WORK-DAY FOR MAXIMUM PERSONAL PRODUCTIVITY AND EFFECTIVENESS
- UNDERSTANDING YOUR PERSONALITY AND MANAGEMENT STYLE
- HOW TO KEEP EACH OF YOUR PEOPLE MOTIVATED AT WORK
- HOW TO GET THE BEST OUT OF YOURSELF AND THOSE AROUND

THE FACTS Emotional intelligence (EQ) is a hot topic in today's workplace. But knowing what EQ is and knowing how to use it are entirely different things. Emotional intelligence is composed of four flexible skills, based on a connection between what you see and what you do with yourself and others. Now you can actually develop these skills to increase your EQ and take your career to the next level!

This intensive program applies proven techniques and peer interaction to help you harness the power of your emotional intelligence.

Incorporating the world's #1 EQ testing and development method "TalentSmart's EQ Learning" is a surefire way to boost your performance, increase your effectiveness in difficult situations, deal successfully with problem people and improve your interpersonal relationships.

THE BENEFITS

Recognise the central nature of emotional intelligence (EQ) in achieving professional success.

Manage trigger events that cause an "emotional hijacking".

Respond effectively to workplace social cues.

Build and maintain productive, working relationships and more cohesive groups.

- ✓ Understanding the importance of good inter-team communication.
- ✓ How to listen and provide positive feedback to staff
- ✓ New ways to delegate task and projects
- ✓ How to establish professional relationships with senior managers



SESSION OUTLINE (One-Day Program)

Establish the value of emotional intelligence in all workplace activities and relationships

- Identify various human emotions and develop the business case for EQ
- Identify the key concepts of emotional intelligence

Increase self-awareness of EQ skills and personal EQ competence

- Appraising your EQ skill
- Relate the participant's EQ Assessment scores

Identify and manage trigger events that cause an "emotional hijacking"

- Recognize the sequence of brain-based activity that results in the human "impulse to action" response

Apply strategies to observe people and recognize what they are really saying in order to build more productive working relationships

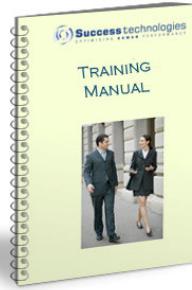
- Evaluate how the information we receive from others interacts with our own emotions and thoughts to determine our actions

Practice the EQ core competency of relationship management through application of self-awareness, self-management and social awareness

- Identify what is required to manage relationships while meeting your needs as well as the needs of others

Reinforce the training of the brain to develop emotional intelligence skills: training the EQ brains and implementing EQ habits

- Apply proven strategies for training the EQ brain using repetition, practice, imagery, self-talk and mentoring



EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, detailed training manual and reference material. In addition, participants receive password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

ON-LINE COACHING AFTER THE TRAINING

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to complimentary e-Coaching.

This unique coaching program can be undertaken 14 days after the initial training.



At the comfort of their desk and at a time which suits them, participants enjoy this coaching session which reinforces all that has been learnt at this development program.

CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



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