



Emotional Intelligence for Workplace Success (15476)

2 – 6 August 2027
Johannesburg (South Africa)



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Introduction:

This Emotional Intelligence for Workplace Success training is designed to assist professionals in enhancing their emotional intelligence for workplace success. It focuses on key skills for building effective work relationships, leading teams, managing diverse personalities, and fostering an environment that encourages collaboration and productivity. Leaders and team members can contribute to the organization's success by understanding and developing emotional intelligence.

In today's highly interconnected and team-oriented work environments, understanding the benefits of emotional intelligence in the workplace is crucial. Emotional intelligence paves the way for improved communication, conflict resolution, effective leadership, and stronger team dynamics. It can be the differentiating factor that leads to success and personal fulfillment on the job.

The Emotional Intelligence for Workplace Success course will help participants develop these skills through activities and strategies. Individuals can create a more harmonious, productive, and innovative work atmosphere and manage their emotional intelligence. Enhancing emotional intelligence improves individual performance and positively affects the entire organization.

Course Objectives:

At the end of this Emotional Intelligence for Workplace Success course, participants will be able to:

- Develop strong interpersonal skills, including self-awareness.
- The capacity to identify and comprehend one's emotions and their effects on others.
- Cultivate empathy and the skill to perceive others' emotional states, responding to them appropriately.
- Hone abilities to manage and nurture relationships and build robust networks.
- Master techniques for effectively responding to criticism and adversity.
- Employ leadership strategies to unite individuals toward achieving common objectives.

Targeted Groups:

This Emotional Intelligence for Workplace Success course is intended for:

- Team Leaders.
- Supervisors.
- Managers.
- Directors.
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Professionals are seeking or currently in leadership roles across various industry and business sectors.

Targeted Competencies:

By the end of this Emotional Intelligence for Workplace Success training, the target competencies will:

- Self-Awareness.
- Self-Regulation.
- Empathy.
- Social Skills.
- Motivation.
- Conflict Resolution.
- Adaptability.
- Stress Management.
- Decision-Making.
- Influence and Persuasion.

Course Outline:

Unit 1: Developing Emotional Intelligence in the Workplace:

- Exploring the Definition of Emotional Intelligence EQ in the Workplace.
- Intrapersonal and Interpersonal Skills.
- Achieving Emotional Excellence in the Workplace.
- Understanding Your Personality Style.
- The Role of Emotional Intelligence in Fostering Innovative Teamwork.
- Addressing Challenges of Emotional Intelligence in the Workplace for Better Teamwork.

Unit 2: Becoming an Emotionally Intelligent Leader:

- Accurate Self-assessment for Personal Transformation.
- Recognizing One's Strengths and Weaknesses.
- Managing self effectively.
- Inspiring and Steering Individuals and Teams.
- Nurturing Relationships.
- Cultivating Trustworthiness for Organizational Transformation.

Unit 3: Building Effective Relationships:

- Achieving Results through People.
- Effective Mind Management.
- Accountable Leadership and Managing Performance.
- Collaborating with others Towards Shared Goals.
- Transitioning from Delegation to Empowerment.
- Constructing Productive Relationships.

Unit 4: Leading Others with Emotional Intelligence:

- Understanding the 4 Stages of Human Development.
- Motivation Techniques for the Self and Others.
- Harnessing Our Spirit for Developing Gratitude.
- Leading others effectively.
- Encouraging Creativity in the Workplace.
- Emotional Intelligence Activities for Innovative Teamwork.

Unit 5: Implementing Emotionally Intelligent Persuasive Communication:

- The Positive Impact of Listening on Relationships.
- Mastering Active Listening Skills.
- Handling Conflict with Emotional Intelligence.
- Techniques in Effective Persuasion.
- Deriving Learning Experiences and Formulating an Action Plan.
- Creating a Personalized Emotional Intelligence in the Workplace Training Action Plan.