



Emotional Intelligence for Workplace Success



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Introduction:

This training is designed to help professionals concentrate on the important skills required to build effective relationships and also to lead teams effectively and manage the diverse personalities normally found in the workplace. The ability to respond appropriately to feelings in ourselves and others, practice innovative teamwork and encourage synergy between team members is essential to building a successful organization.

As emotional intelligence is essential for workplace success. Emotionally intelligent leaders and employees can help build effective relationships for enhancing work productivity. Understanding and raising your Emotional Intelligence is vital to your success and leadership potential.

Course Objectives:

At the end of this course the participants will be able to:

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
- Develop skills in responding to criticisms & adversity
- Leadership strategies for working with others towards shared goals

Targeted Groups:

- Team Leaders
- Supervisors
- Managers
- Directors
- Professionals acting or aspiring leader in any sector of industry and/or business

Course Outline

Unit 1: Developing Emotional Intelligence in the Workplace

- What is Emotional Intelligence Quotient EQ?
- Intrapersonal & Interpersonal Skills
- Emotional Excellence in the Workplace
- Understanding Your Personality Style
- Emotional Intelligence for Innovative Teamwork
- Removing Blocks to Innovative Teamwork through EQ

Unit 2: Becoming an Emotionally Intelligent Leader

- Accurate Self-assessment for Personal Transformation
- Knowing One's Strengths & Weaknesses
- Managing self effectively
- Inspiring and Guiding Individuals & Teams
- Nurturing Relationships
- Developing Trustworthiness for Corporate Transformation

Unit 3: Building Effective Relationships

- Getting Things Done through People
- Managing our mind effectively
- Accountable Leadership for Managing Performance
- Working with Others towards Shared Goals
- From Delegation to Empowerment
- Building Productive Relationships

Unit 4: Leading Others with Emotional Intelligence

- Understanding the 4 Stages of Human Development
- Motivating Oneself and Motivating Others
- Managing our spirit for developing Thankfulness
- Leading others effectively
- Developing Creativity in the Workplace
- Innovative Teamwork

Unit 5: Implementing Emotionally Intelligent Persuasive Communication

- The Positive Influence of Listening
- Active Listening Skills
- Handling Conflict Effectively
- Effective Persuasion
- Learning Experiences and Action Plan
- Developing an Action Plan