

Emotional Intelligence Master Class



Investment Per Delegate: R 9 400.00

GOLD
CLASS GROUP

Gold Class Group

Phone - +27 110361541 +27 82 670 6447
Email Address - info@goldclassgroup.co.za

What is it about?

This course is about understanding how

emotion affects work performance

and relationships in the workplace.

It covers how to ensure emotions

can be controlled and focused into

greater 'task efficiency' and

'relational effectiveness'. A

combination of insight, skills and

abilities are identified and practised

to enable you to drastically improve

your ability to grasp what is driving

a particular situation and adapt your

behaviour to gain the most

beneficial outcome.

You are mainly limited by what you

think you can achieve, rather than

your intellectual or physical ability to

achieve. It is your desire not your

ability that determines your success.

This training course will provide you

with an understanding of emotional

intelligence and equip you with the

tools to change your habits and

manage your emotions in line with

any situation that may arise.

Course Objectives

Learning Outcomes

- Use Emotional Intelligence to maximise the effectiveness of your communication with others and feel better about yourself
- Identify the main EI competencies and know how each area can contribute to your personality and interaction with others
- Recognise and understand your moods and emotions and their effect on others
- Manage and regulate your emotions to make sure they don't disrupt your behaviour
- Control and guide your emotions so you can achieve more, boost yourself and vastly increase your productivity
- Establish rapport with others and improve the effectiveness of your communication
- Understand others' feeling when interacting with them and become a trusted person in their network
- Understand others needs systematically and respond accordingly to get maximum results in your interactions with them

Who is it for?

For those working in environments where there are frequent and challenging interactions with colleagues and customers. Particularly useful for those who need to understand the underlying nature of their own and others' responses, and who want to improve the quality of their interactions. Or anyone wanting to develop and become more effective and successful in how they interact with people personally or professionally in and outside the work environment.

Session 1 - Overview of Emotional Intelligence

- An Introduction
- Theories of Multiple Intelligences
- The Importance of Emotions
- Emotions and the Brain

Session 2 - Why Emotional Intelligence Matters in the Workplace

- The Value of Optimism
- Cost-Savings from EI
- Emotionally Intelligent Leaders
- EI and Safer, Happier Workplaces

Session 3 - Models of Emotional Intelligence

- The Ability-Based Model
- The Trait Model of EI
- Mixed Models of EI

Session 4 - Emotion coaching

- What does this mean? What do I need to know and be able to do? What is involved?
- Assessing & developing your emotional intelligence
- How do you shape up?
- Raising your EI, ten habits of emotionally intelligent people
- Developing an emotionally intelligent organization

Session 1 - EI Whilst Leading People through Change

- Leadership & the impact of an Emotional Intelligent Leader on performance in an organization
- How individuals and teams react to change and newness
- The emotions linked to the change curve
- Control and Perspective – 2 elements for an EI leader to be aware of

Adapting your Situational Leadership style to maximise engagement & buy-in

Session 2 - Self-Awareness

- Emotional Self-Awareness
- Increasing Self-Awareness
- Accurate Self-Assessment
- What Self-Assessment Involves
- Tools for Self-Assessment
- 4 Stages of an Emotional Hijack
- PRACTICE: Emotional Hijack

Session 3 - Self-Management

- ☒ Choice & Optimism
- ☒ Anger Management
- ☒ PRACTICE: Past Angry Moments
- ☒ EXERCISE: Simulate Anger and Respond
- ☒ Trustworthiness
- ☒ Conscientiousness
- ☒ Adaptability
- ☒ Achievement Orientation
- ☒ Effective Listening
- ☒ EXERCISE: Effective Conversations

Day 2 contd.

Session 4 - Social Awareness

- Why Social Awareness?
- Empathy
- Awareness and Acknowledgement
- Sensitivity
- Organizational Awareness
- Negative Listener Types
- EXERCISE: Negative Listening Styles
- Effective Listening
- EXERCISE: Effective Conversations

Day 3 Session 1 - Social Skills

- Developing Others
- Change Catalyst
- Conflict Management
- Building Bonds
- Teamwork and Collaboration

Session 2 - Optimising Team Performance

- Managing your workload
- How to increase personal and team efficiency
- Managing deadlines
- Understanding the importance of recognition and reward
- 5 tips for reducing stress
- Discussions:
 - Why do we get together?
 - Why do relationships fail?
 - What makes an effective relationship?
- 6 steps to building effective relationships,
- Tips for building exceptional relationships with colleagues

Session 3 - Relationship management types of relationship

