



Emotional Intelligence

Overview

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognise his or her behaviours, moods, and impulses, and to manage them best according to the situation.

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

Who this course is for

This course is intended for all business professionals who want to maximise performance by developing their interpersonal skills and increase self-understanding and emotion-management through emotional intelligence training.

Course outline

- Topic 1: What is Emotional Intelligence
- Topic 2: Four Skills in Emotional Intelligence
- Topic 3: Verbal Communication Skills
- Topic 4: Non-Verbal Communication Skills
- Topic 5: Social Management and Responsibility
- Topic 6: Tools to Regulate Your Emotions
- Topic 7: Gaining Control
- Topic 8: Business Practices (Part 1)
- Topic 9: Business Practices (Part 2)
- Topic 10: Making an Impact

"Emotional intelligence is the ability to sense, understand, and effectively apply the power and acumen of emotions as a source of human energy, information, connection, and influence."

By the end of this course, learners should be able to:

- Define and practice self management, self awareness, self regulation, self motivation and empathy
- Understand, use and manage their emotions
- Verbally communicate with others
- Successfully communicate with others in a non-verbal manner
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
 - Balance optimism and pessimism
 - Effectively impact others

√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

