

Emotional Intelligence in the Workplace

COURSE DURATION:

Three days

COURSE INTRODUCTION:

Daniel Goleman, the person who coined the phrase "Emotional Intelligence" (EQ) has shown through his research that EQ is a more significant factor in accounting for executive career success than both intelligence (IQ) and technical skills put together! Without "emotional intelligence", a person can have **the** best training in the world, an incisive, analytical mind and an endless supply of smart ideas, but he or she still won't make a great leader.

LEARNING OUTCOMES:

- gain insight into the five components of emotional intelligence
- gain competence in each of five components of emotional intelligence
- enhance personal confidence and self-image
- enhance interpersonal effectiveness
- be able to apply information gleaned from international studies of competency models
- further own and others' careers

WHO SHOULD ATTEND?

This is a course with universal application. Anyone who is keen to enhance their personal and interpersonal effectiveness will benefit from this valuable programme.

COURSE METHODOLOGY:

This course is interactive, allowing for lively participation and sharing of experience during sessions. Input from the course facilitator will focus on key aspects of managing and supervising people. This will be complemented by case studies, applied assignments, group discussions in order to facilitate experiential learning and transfer of skills from the classroom to the workplace.

TOPICS TO BE COVERED:

<i>Day 1</i>

1. Career and interpersonal competence
 - the role of IQ and technical skills
 - threshold capabilities – entry level requirements for executive positions
2. What is emotional intelligence?
 - what it takes to be a great leader
 - competency models - which qualities produce outstanding performance?
 - three categories of competencies
 - technical skills
 - cognitive abilities
 - emotional intelligence

3. The five components of emotional intelligence
 - personal competence
 - self awareness
 - self-regulation
 - motivation
 - social competence
 - empathy
 - social skill

Day 2

4. How to apply and enhance your EI
 - understanding the roots of unintelligent behaviour
 - our thought life
 - fighting fairly
 - how to criticise constructively
 - dismantling prejudice
 - enhancing a group's IQ – “none of us are as smart as all of us”
 - EI and health
5. Emotionally intelligent leaders
 - collaboration
 - the team advantage – the group mind
 - networking
 - relationship managers
 - the team and organisational politics
6. What really counts at work – best practice emotional competence
 - assessing jobs
 - assessing individuals
 - delivering assessment results to individuals
 - gauging readiness to learn and change
 - motivating staff
 - making change self-directed
 - focussing in clear, manageable goals
 - preventing relapses
 - giving performance feedback
 - encouraging practice
 - arranging support
 - providing models
 - encouraging & reinforcing
 - evaluating

Day 3

7. Typical business interactions requiring emotional intelligence
 - meetings
 - negotiations
 - performance management and appraisals
 - presentations
 - networking
 - supervising and managing employees

- planning sessions
- 8. Employing EQ for effective interpersonal interactions
 - appropriate leadership styles
 - how personality plays a part
 - interpersonal problems
 - identifying one's social style
 - profiling the social styles of others
 - adapting one's style to maximise interpersonal impact
 - developing flexibility in one's style
- 9. Managing conflict through emotional intelligence
 - the origin and development of conflict
 - constructive guidelines for managing a conflict situation effectively
- 10. Interacting persuasively
 - persuasive communication techniques
 - dealing effectively with customers
 - checking for understanding
 - summarising discussions
 - three universal rules for effective interpersonal interactions
- 11. Building trust
 - is trust earned?
 - trust as a risk
 - trust as a choice
 - three universal components for building trust

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