



Who should attend?

This course is ideal for anyone who wants to harness their emotions to fulfil their potential as an individual or as a manager of people. Maximum attendance of 12 recommended.

Duration

4 x 90-minute virtual modules (to be taken on one day OR over 4 consecutive days/weeks – please contact to discuss)

Investment Required

£1200 for up to 12 participants

Overview

Emotional Intelligence and the ability to harness and manage emotions – has been identified as a key leadership skill. How people recognise, use, understand and manage their emotions has an immediate impact on their performance and wellbeing. Learning how to motivate yourself, manage stress and inspire those around you is crucial to personal success.

This emotional intelligence training course provides pragmatic and effective tools and strategies to help you develop your Emotional Intelligence and put it to immediate use. The course is highly interactive using group activities, break out rooms, discussions, and videos.

Key Outcomes and Benefits

- Identify how to recognise, use, understand and manage emotions for greater effectiveness and wellbeing.
- Build better relationships with colleagues, direct reports, and customers.
- Cope with obstacles and setbacks more effectively.
- Improve management and leadership of teams for greater productivity and performance
- Enhance your wellbeing and resilience

Content

Module 1 – Introduction

- The background and history of Emotional Intelligence (EI)
- Defining emotional intelligence and how it can help you professionally and personally
- Emotional intelligence at work; the business case, the research and evidence and exploring your own workplace
- Self –Assessment
- Introducing the ability model of EI

Module 2 - Exploring Emotional Intelligence Part 1

- Recognising Emotion
 - What it means to be able to and the benefits of recognising emotion
 - How to improve our ability to recognise our own and other's emotions
 - Practise at recognising emotions



- Using Emotion
 - How emotions affect thinking, decision making and problem solving
 - How to harness emotions to improve our performance, influence and motivate
 - Using empathy to build relationships and manage conflict
 - Application of knowledge to our current workplace tasks
- Action planning

Module 3 - Exploring Emotional Intelligence Part 2

- Understanding Emotion
 - Discover the causes of and your individual triggers of emotions
 - Exploring how our values impact our emotions and how to harness them
 - How to use emotional 'what if' planning to help motivate others and drive performance
- Managing Emotions
 - Applying what we have covered so far with a case study
 - Exploring strategies for managing emotions
 - Practise of strategies
- Action planning

Module 4 – Review

- Review of Modules 1 -3
- Exploring the application – questions, challenges, successes
- Action planning
- Sharing of follow up resources

Optional - Attendees take an Emotional Intelligence ability test (MSCEIT) as pre-work

Special offer: For each booking made receive a 25% discount on the MSCEIT Emotional Intelligence test and 1 hour feedback session. For just £228 you will receive...

- Access to the online test
- A 22-page personalised report
- Expert analysis
- A one-hour coaching and feedback session to develop personal actions based on strengths and development needs.