

## EMOTIONAL INTELLIGENCE (EQ) TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Emotions can and do influence the way we act and react in the workplace. Emotional Intelligence is the ability to recognise our behaviours, moods, impulses and manage them in a positive way to communicate effectively, empathise with others, manage stress, overcome challenging situations and diffuse conflict.

The PD Training Emotional Intelligence Course helps you better understand yourself, which will allow you to build stronger relationships, succeed at work and achieve your career and personal goals. Learn precious skills like using and reading body language, active listening and questioning techniques, taking the time to understand both sides of a discussion, specific coping and relaxation techniques and much more.

Some participants have told us this course actually changed their lives. This dynamic training course is available now throughout New Zealand, including Auckland, Christchurch or Wellington.

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## EMOTIONAL INTELLIGENCE (EQ) TRAINING COURSE OUTLINE

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### FOREWORD

#### *Healthy Emotions + Clear Thinking + Appropriate Action = High EQ*

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the personality style of individuals and adjust your communications accordingly.

This one day personal development course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy, while also covering key interpersonal skills like active listening and understanding body language.

Participants will learn to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours, and learning how to adapt and manage their emotional responses to particular situations.

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### OUTCOMES

#### **After completing his course participants will be able to:**

- ▶ Define **Emotional Intelligence (EQ)**
  - ▶ Identify the benefits of emotional intelligence
  - ▶ Learn the five core skills required to practice emotional intelligence
  - ▶ Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
  - ▶ Read associated verbal and nonverbal communication (body language)
  - ▶ Successfully communicate with others in a non-verbal manner (body language)
  - ▶ Verbally communicate with others
  - ▶ Interpret and manage your emotions
  - ▶ Master tools to regulate and gain control of one's own emotions
  - ▶ Articulate your emotions using the right language
  - ▶ Balance optimism and pessimism
  - ▶ Effectively impact others
  - ▶ Relate emotional intelligence to the workplace
  - ▶ Use the concepts and techniques in the workplace
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### MODULES

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### Lesson 1: EQ - A Passing Fad?

- ▶ The Power of Emotions
- ▶ The Limbic System
- ▶ Useful Models of Emotional Intelligence
- ▶ Reflection

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### Lesson 2: I Feel therefore I Am

- ▶ Tuning in to your own emotions
- ▶ Johari Window
- ▶ Self-Control
- ▶ Resilience
- ▶ Reflection

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### Lesson 3: The Emotions of Others

- ▶ Interpersonal skills
- ▶ Social Awareness and Empathy
- ▶ Emotions and Culture
- ▶ Reflection

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### Lesson 4: Emotions @ Work

- ▶ Influencing Others
- ▶ Having difficult conversations
- ▶ Dealing with change
- ▶ Toxic Workplaces and Emotional Intelligence
- ▶ Reflection

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### Lesson 5: The Dark side

- ▶ Manipulation
- ▶ Emotional Honesty
- ▶ Reflection

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### Lesson 6: Leading and Emotions

- ▶ Leadership and Emotional Intelligence
- ▶ Emotional Agility
- ▶ Cultivating EI in organisations
- ▶ Reflection

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### Lesson 7: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action
- ▶ References

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)