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# EMOTIONAL INTELLIGENCE (EQ) TRAINING

Generate a group quote today OR Register now for the next public course date

**COURSE LENGTH: 1.0 DAYS**

As part of our newly redeveloped Signature Series Courses, The Emotional Intelligence (EQ) training course teaches you how to develop your emotional intelligence and your ability to manage your responses based on your objective assessment of different personalities and situations.

After completing this one-day course, you will have learned: what is EQ, the four core skills required to practice EQ (self-management, self-awareness, self-regulation, self-motivation), how to use empathy, how to interpret, manage and articulate your emotions using the right language, the benefits of having a high EQ both at home and in the workplace and much more. You will complete a personality profile which will help you understand the potential differences among the various personality types and where you currently fit.

You will learn about your own personality type as well as other personality types and how to engage others in an entirely new way that provides a path to better communication and improved emotional intelligence. This newly found emotional "awareness" allows you to communicate more effectively, succeed at work and achieve your career and personal goals in a shorter amount of time.

PD Training can provide a complete professional development program for your organisation which includes personality profiling and automated training needs analysis, so contact us today to learn more!

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

Contact us today for a group quote or register now into the next online public course date.

**Looking for a 3-hour Online Live version of the course? Click Here to View Our 3-Hour Virtual Emotional Intelligence Courses.**

## EMOTIONAL INTELLIGENCE (EQ) TRAINING COURSE OUTLINE

### 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 in New Zealand 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.

### OUTCOMES

**After completing this 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

### MODULES

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

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

**Lesson 2: I Feel therefore I Am**

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

- Reflection

### Lesson 3: The Emotions of Others

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

### Lesson 4: Emotions @ Work

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

### Lesson 5: The Dark side

- Manipulation
- Emotional Honesty
- Reflection

### Lesson 6: Leading and Emotions

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

### 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!