

Emotional Intelligence

½ or 1 day in-house programme

Effective leaders are masters of their own emotions

Overview of course content

On this course you will learn how to understand your own emotions and the emotional triggers of others, take control and gain the respect of your peers. If you can control your own emotions and respond appropriately to those of others, you open the door to greater career success:

- Understand the meaning of 'Emotional Intelligence'.
- Identify how your emotions affect your performance.
- Learn practical strategies to manage emotions in difficult situations.
- Learn how to continue developing your 'EQ'.

“ *Makes you think about how you react and the effects of your reactions - quick wins to be had through easy to make changes...* ”

A brief history...

Being able to manage our emotions is increasingly recognised as an essential leadership quality in today's business world. Ever since Daniel Goleman's ground-breaking book on the subject, the challenge has been to not only understand what it is, but to persuade people at all levels of the importance of a 'high'EQ' - and that it is something that can be improved. This course does exactly that.

Key benefits

Relate more effectively to work colleagues.

Cope with obstacles and disappointments more productively.

Show others how to become resilient and persistent in pursuing career success.

Improved management and leadership through understanding the cause and effect of emotion.



Duration and format

Half day course which is run in-house and can be tailored to specific needs. It can also be combined with other courses for particular purposes, or delivered on a one-to-one coaching basis.

Who is this course for?

Anyone who needs to be in full control of their emotions to fulfil their potential.

Those responsible for ensuring that emotional intelligence becomes a characteristic of key managers in their organisation.

Emotional Intelligence

Additional course detail

What's it all about?

Being able to manage your emotions is seen as a strong leadership quality in today's business world. It's a crucial trait to have in order to succeed.

Learn how to understand your own emotions and the emotional triggers of others, take control and gain the respect of all your peers. If you can control your emotions and respond to those of others, you can open the door to untold careers success.

Why Emotional Intelligence?

- Relate more effectively to work colleagues.
- Achieve peak performance.
- Use the right language to encourage and motivate.
- Respond better to colleagues through increased self awareness.
- Cope with obstacles and disappointments more productively.
- Harness the energy of negative emotions for positive outcomes.
- Show people how to become resilient to problems and persistent in pursuing careers success.
- Improve management and leadership through understanding the cause and effect of emotions.
- Use emotional intelligence to achieve specific goals.

How do we do it?



Introduction

Take a look at what emotional intelligence is, how you regard yourself and how it can help you professionally.

Emotional Intelligence

What is the background to emotional intelligence? Understand your own emotions and that of others, how to motivate yourself and others and using emotions to your advantage.

Emotions in the workplace

What are the consequences of emotional workplaces? What do you expect of people and how does this affect working relationships?

Physiology of emotion

Learn about the physical consequences of emotions and how does this affect you?

Summary and tools

Learn more about emotions and how we use them. Develop techniques to choose which emotion to use, how to become more positive and use intuition and empathy. Learn how to respect yourself and others.

Workplace culture

How to develop an emotionally intelligent work culture.

Actions

Create an action plan to use in the future.

Emotional Intelligence

Additional course detail

Continue and refresh your learning even after the course...

...all attendees on this course receive FREE access to the exclusive 'Emotional Intelligence' post course learning area of the Illumine website.

How can I take this programme?

In-house courses - suitable for organisations that want to develop teams or groups of individuals from across the organisation. Programmes can be geared towards your organisation or industry sector with relevant activities, examples and case studies.

Discuss your needs with an account manager on +44(0)1753 866633 or email inhouse@illumine.co.uk.

Related Courses

Passionate Leadership	How to lead with passion and for passion.
Employee Engagement	Creating and sustaining passion in our workplace.

Continuous Development

CPD recognition is awarded on both public workshops and in-house courses, being dependent on the number of hours spent learning. On request Illumine will provide a certificate of attendance for you to use as evidence and attach to your record card.

About Illumine

Illumine Training provides management and personal skills development, focused on developing *better brains for better business*.

The range of courses and workshops is split into six business critical areas and are delivered through:

Public Workshops - 1 and 2 day workshops.

In-house Courses - Specifically for teams or groups from within an organisation, tailoring as necessary.

FIT Sessions - In-house bite-size (90 minute) learning sessions designed by Illumine to maximise learning in the minimum time possible.

Other Options - E-learning, Facilitation, Coaching, Away-days and Speakers.