

# Emotional intelligence in the workplace

Better performance and relationships by staying in tune and aware!



The ability to understand and respond effectively to emotional challenges presented to us on a daily basis is known as Emotional Intelligence. EI or EQ, as it often called has become a popular tool for business leaders to recognise behaviours, moods and impulses and the impact they have on the workplace and relationships around us.

Understanding how EI can be used in the work environment empowers individuals to manage their emotions in a positive way, to communicate effectively, empathise with others, manage stress, overcome challenging situations and defuse conflict.

'Emotional Intelligence in the Workplace' is a workshop designed to give you a greater level of self and people awareness. It helps equip you with the necessary tools to improve relationships in a results driven business environment.

## Designed for?

- » Emotional Intelligence in the Workplace is applicable to anyone who is looking for ways to lead their team or themselves to new levels of personal and people awareness, resulting in top performance.
- » It is aimed at all levels of the organisation and is designed to give fresh ideas and techniques to enhance self and people management skills.
- » An ideal group size is 6 – 15 participants.

## Key learning outcomes

- » Learn the core skills required to practice emotional intelligence.
- » Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- » Managing your EI to enhance performance levels.
- » Identify the benefits of emotional intelligence.
- » Use EI to help resolve workplace conflict.
- » Assess your personal EI level. Master tools to regulate and gain control of one's own emotions.
- » Communicate your emotions using the right language.
- » Use EI to be an outstanding coach and leader.
- » Understand the difference between intention and impact.
- » Develop better relationship building techniques.
- » Be more aware of your emotional blind spots.



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