



time to shine

Emotional Intelligence

Today, the modern employee must fulfil a multitude of roles. As well as having the technical expertise in their field, the manager must have distinct personal qualities such as initiative, empathy, adaptability, persuasiveness and the ability to incite trust and collaborative relationships.

These are the skills of Emotional Intelligence - the ability to regulate one's own and others feelings, and to use feelings to guide individual thought and action. An increasing number of companies are recognising that the development of emotional intelligence skills is vital to their management philosophy. The more complicated the job, the greater the importance of these skills, as deficiency in these abilities can weaken the overall strength of the manager.

Course content

- Empathy - why is it essential for managing and leading others
- Cultivating self-awareness to regulate our own feelings
- Understanding our own and other people's emotions.
- The role of intuition in decision-making
- How to manage one's internal states, impulses and resources
- How to control disruptive emotions and impulses
- Taking responsibility for personal performance
- How to have a flexible and adaptive approach to change
- Encouraging and accepting new ideas, new approaches and new information
- Cultivating awareness of others feelings, needs and concerns
- Building collaborative relationships
- The social skills of influence, communication and conflict management
- Building trust and commitment by emotional allegiance
- The art of listening openly and sending convincing messages