

## EMOTIONAL INTELLIGENCE (EQ) TRAINING COURSE

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**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 or 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.

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.

This dynamic training course is available now throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

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## EMOTIONAL INTELLIGENCE (EQ) TRAINING COURSE 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 without being controlled by your underlying emotions.

This one day training 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, and it also includes a review of your interpersonal skills.

You will learn to develop and implement these competencies to enhance your relationships in work and life by increasing your understanding of social and emotional behaviours, and learning how to adapt and manage your responses to particular situations. The PD Training Emotional Intelligence Course teaches you how to build stronger relationships, how to empathise with others, how to manage your stress levels, how to overcome challenging situations, how to diffuse personal conflicts and much more.

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### OUTCOMES

**After completing this course participants will have learned how to:**

- ▶ Know how to read emotions
- ▶ Understand your own level of emotional intelligence
- ▶ Use the Johari window to understand what you reveal to others about yourself and what others reveal to you
- ▶ Understand resilience and how to build it
- ▶ Understand social awareness and empathy and how to be more empathic and socially aware
- ▶ Understand how different cultures respond to and display emotions
- ▶ Know how to influence others positively
- ▶ Know how to have emotionally intelligent conversations
- ▶ Understand manipulation and emotional dishonesty and how to avoid it
- ▶ Understand how to lead with emotional intelligence

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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!](#)