



clarity

INSPIRING PERFORMANCE

Who should attend
Suitable for all employees

Duration
1 Day

Introduction to Emotional Intelligence (EI)

Purpose of the workshop

Today's manager, leader or team member needs to be able to deal with and understand how others are motivated and to cope with interpersonal relationships. Emotional Intelligence will not only help them to understand other people, it will also help them to understand themselves. You will benefit from understanding the cause and effects of emotions and the five Emotional Intelligence elements that can lead up to these emotions surfacing. Once you understand your own and other people's Emotional Intelligence you can use it to create an enhanced working environment.

Outcomes

- What Emotional Intelligence is and how can it help in today's workplace
- The importance of managing internal states and impulses
- The five elements of Emotional Intelligence
- Understanding yourself
- How to have a flexible approach to change
- Better communication and conflict management
- Using Emotional intelligence to influence others
- Using empathy in a range of situations
- Effective leadership using Emotional Intelligence
- How to get the most from an emotionally charged situation
- Identifying your inner strengths
- How to control your emotions
- Achieving personal and team goals through using Emotional Intelligence

