

Emotional Intelligence for Managers and Leaders

Emotional Intelligence, or EQ, is an awareness of your actions and feelings and how they affect others, therefore making it a much-required attribute for successful managers and leaders to have in high volumes. After all, we all know technically brilliant people who can find it challenging to manage others or work collaboratively as part of a team.

This two day course introduces Emotional Intelligence and provides self-management tools and techniques to better manage emotions, respond more effectively to others' emotions and improve overall effectiveness and the performance of the team.

What will you learn?

- ⇒ Develop the levels of self-awareness required to strengthen your leadership.
- ⇒ Understand the attributes of a manager or leader who is emotionally intelligent.
- ⇒ How to develop and sustain an emotionally intelligent team.
- ⇒ Be able to effectively influence and engage others with suspended judgement.
- ⇒ Practice techniques through interactive exercises.

What will you cover?

- ⇒ An introduction to Emotional Intelligence
- ⇒ The benefits of Emotional Intelligence
- ⇒ The importance of self-awareness
- ⇒ Developing the skills and behaviours for personal effectiveness
- ⇒ Being able to self-manage and reflect
- ⇒ Courageous leadership
- ⇒ Controlling damaging self-talk
- ⇒ Interpersonal skills required for enhanced Emotional Intelligence
- ⇒ Developing an emotionally intelligent team
- ⇒ Dealing with strong emotions
- ⇒ Your personal 'aha' moments and breakthroughs
- ⇒ Create a positive plan of action to embed learning

Who is it for?

Managers and leaders of people who want to increase their levels of Emotional Intelligence and also instill these attributes within their team.

How long will it take?

Two days