

## Emotional Intelligence

Emotional intelligence, or EQ, is an awareness of your actions and feelings and how they affect others. When demonstrated, it shows that you value and listen to other people whilst being able to empathise and identify with them on a variety of different levels. By raising your Emotional Intelligence you will improve your professional and personal relationships, increase your physical and mental health by relieving stress and increase personal performance to achieve your goals.

This practical course will introduce participants to the importance of Emotional Intelligence, how to develop it and the benefits that it brings.

### What will you learn?

- ⇒ Understand the drivers of our emotions.
- ⇒ Learn how our thinking impacts our body.
- ⇒ The physiology of emotions and resulting stress.
- ⇒ How to effectively 'read' emotions in body language.
- ⇒ The process of developing greater emotional self-awareness.

### What will you cover?

- ⇒ What exactly is Emotional Intelligence
- ⇒ The link between IQ and EQ
- ⇒ Examples of great and terrible Emotional Intelligence
- ⇒ Why we become emotionally over-sensitive
- ⇒ Your EQ strengths and development areas
- ⇒ The difference between empathy, sympathy and apathy
- ⇒ Managing and controlling our emotions
- ⇒ Responding to others' emotions

### Who is it for?

Anyone who wants to increase their levels of Emotional Intelligence or who work in environments where there are regular difficult interactions with colleagues or customers.

### How long will it take?

Half-day or one day depending on development need and approach required.