

# Emotional Intelligence

## How long is the course?

1 day

## Who should attend?

Individuals wanting to improve the quality of their interactions with others, and wanting to increase their own productivity by managing themselves better.

## Benefits:

During this workshop, you will assess your current emotional intelligence capabilities, determine your strengths, and identify areas for improvement. You will examine how emotions affect behaviour and how those behaviours impact your relationships with others. You will also develop strategies for managing the emotional energy in yourself and others.

## You will gain knowledge and understanding of:

### Intrapersonal skills

#### Self-awareness

Emotional self-awareness  
Accurate self-assessment

#### Self-management

Choice optimism  
Self-control

#### Self-motivation

Power of self-talk  
State of flow  
Apathy

### Interpersonal skills

#### Empathy

Physiology matching emotions  
Empathy techniques

#### Social awareness

Group interactions  
Failed relationships  
Effective listening

#### Relationship management

Six human needs  
Build great relationships