

Emotional Intelligence in Practice

 Duration: 1 to 2 days  Maximum group size: 12 people

Course overview

This course is for individuals who want to gain an insight into how emotions shape our behaviour. Delegates will explore different self-management tools and techniques that will allow them to manage their emotions and respond effectively to the emotions of others.

This course will use practical examples from the workplace where delegates can improve personal effectiveness / performance and develop better working relationships with their colleagues.

Who would benefit from attending?

This course is ideal people who are looking to learn more about how to stay in control of their emotional state and the positive impact this can have in the workplace.

Core development objectives covered

- What is Emotional Intelligence?
- **Pillar One** – Self-Awareness
 - Recognising your emotional triggers
 - Understanding your motivational drivers
- **Pillar Two** – Self-Management
 - Understanding how you react under pressure
 - Learning how to choose your attitude

- **Pillar Three** – Social Awareness
 - Building rapport with a range of different people
 - Using effective communication skills
 - Reading & interpreting others
- **Pillar Four** – Social Management
 - Learning the emotional triggers of others
 - Being adaptable to different reactions / behaviour

Delivery methodology

Futureproof's training workshops require all delegates to take a full and active role throughout. Our mix of trainer led discussion, facilitation, coaching and skills practice ensures that all delegates enjoy an interactive and supportive learning experience.



Want to tailor the content of this workshop and incorporate internal procedures, competency framework, organisational values & work-related challenges?

Get in touch with one of our Learning & Development Managers – 01623 409 824 • info@futureproof-training.co.uk