

# Emotional Intelligence 4 Managers

Emotional Intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and others." Daniel Goleman

**The aim of this one day course is to maximise your effectiveness and impact at work and will concentrate on the concepts and principles of emotional intelligence with emphasis on practical application to improve your management techniques.**

## Benefits to your organisation

A developed emotional intelligence has been acknowledged as essential for operating effectively as a manager. The ability to recognise and handle emotions in yourself and others lies at the heart of responding to challenges such as dealing with stress, coping with change, acting assertively or dealing with difficult behaviour.

The skills of emotional intelligence allow you to develop, motivate and build trusting relationships with your staff. Furthermore, emotional intelligence brings out the best in others, resulting in positive emotions, initiative and innovation, improved performance and corporate success.

## Who should attend?

Managers and supervisors who want to improve their people management skills by:

- Exploring how the use of emotional intelligence can help in their role as managers
- Reviewing their own use and development of emotional intelligence with their team

Emotional Intelligence 4 Managers - 1 day workshop	
Course outline	Course outcomes
<ul style="list-style-type: none"><li>• Understanding the key concepts and components of Emotional Intelligence</li><li>• Self Assessment – Identifying your own emotional competence and areas for development</li><li>• Exploring Self Awareness, triggers, patterns and negative behaviour</li><li>• Building Self Confidence and Presence</li><li>• Identifying ways to improve self awareness and emotions when it matters</li><li>• Exploring Social Awareness, empathy, emotions and tackling difficult situations</li><li>• Understanding and tolerance of other people's needs</li><li>• Communicating clear and transparent messages</li><li>• Exploring Self Management, managing your emotions, mind sets and disruptive emotions</li><li>• Exploring Relationship Building, dynamics, personalities, trust and rapport building</li><li>• Conflict management</li><li>• Self Assessment Revisited and Action Plan</li></ul>	<p>By the end of the course you will:</p> <ul style="list-style-type: none"><li>• Have a greater understanding of what the key components of Emotional Intelligence are and how these fit within a management and work context</li><li>• Have identified your own Emotional Competence within each of the four levels of Emotional Intelligence</li><li>• Know the effects emotions have on our behaviour at work</li><li>• Have identified the positive and negative impact of Social Awareness at work</li><li>• Understand the importance of self control and what triggers reactions</li><li>• Be able to resolve conflict more effortlessly</li><li>• Use emotional intelligence skills to build trusting working relationships</li><li>• Have experienced a range of thought provoking participative activities and exercises to embed learning and understanding</li></ul>

Learning will be gained through a range of thought-provoking, often challenging and participative exercises such as discussions, case studies and self awareness activities using real life work situations and experiences.

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