



EMOTIONAL INTELLIGENCE (2 DAYS)

A Specialised Kwelanga Training Programme

INTRODUCTION

In today's business environment Emotional Intelligence and communication skills are the fundamentals for success in every organisation. It is becoming critical to not only understand the scope of work but be able to analyse and understand one's self and the people in your team, in terms of motivation, behaviour and performance potential.

Emotional Intelligence is the ability to identify, understand and control one's thoughts and feelings, communicate them clearly to others and interact with empathy towards other's emotions. This workshop explores the basis of Emotional Intelligence and gives guidelines on applying the theories in everyday situations that arise when working with people.

REFERENCES

"I thoroughly enjoyed the course and found it most thought provoking – thank you, the insight I gained is indescribable" ~ Celeste Roberts (South African Revenue Service)

"Most wonderful two days – thank you" ~ Heather Frankiskos (St Stithians College)

"The course has given me a great deal of knowledge and equipped me to positively change my work & home environment" ~ Patricia Hilly (Royal Swaziland Sugar Corp)

"This workshop is masterfully crafted to encompass all there is to know, learn and implement on the way to EI. It is equally suited for the academically inclined as well the technically oriented without having to provide two different venues/presentations for both. On top of it, the presenter is an expert in this and many other fields and is well prepared and makes the whole package exceptionally worthwhile." ~ Peet du Toit (North West University)

"I think this was a brilliant course. I have learnt so much" ~ Zanele Molobi (Trudon)

"Everything. The team was awesome, our facilitator was so organised, she allowed/gave everyone an opportunity to be involved in every exercise and she understood what she was teaching us." ~ Happiness Dhlamini (Bryte Insurance)

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the concept of emotional intelligence
- Analyse the relationship between emotional intelligence and self-awareness
- Analyse the relationship between emotional intelligence and self-management
- Analyse the relationship between emotional intelligence and social awareness
- Apply techniques for responding to situations in an emotionally intelligent manner
- Analysing the impact of emotional intelligence on life and work interactions
- Evaluating own level of emotional intelligence in order to determine developmental areas.

TARGET AUDIENCE

This workshop will enable delegates to apply knowledge, skills and insight within team member or management context and can also be used for personal development.

COURSE CONTENT

The Principles and Concepts of Emotional Intelligence

- The four pillars of emotional intelligence
- The six principles of emotional intelligence

Self-Awareness and Self-Management

- Developing self-awareness and control while being aware of others emotions
- Accurate self-assessment
- Developing self confidence and self-esteem
- Learning emotional self-control
- Becoming transparent and adaptable

Social Awareness: The impact of Emotional Intelligence on Life and Work Interactions

- The impact of emotional intelligence on organisational effectiveness
- The consequences and impact of applying emotional intelligence in life and work situations

Emotional Intelligence in Relationship Development and Management

- Inducing desirable responses in others
- Influencing others
- Communicating correctly
- Conflict management
- Anger management
- Building bonds
- Identifying personal strengths and weaknesses
- Using emotional intelligence to facilitate clarity of thought process
- Investigating techniques for developing strengths in emotional intelligence including promoting: self-regulation, self-motivation, empathy and social skills.

The Role of Emotional Intelligence in Life and Work situations

- Becoming an effective communicator
- Giving effective feedback

The Personal Emotional Blueprint

- Analysing a situation
- Identifying and using my emotions
- Understanding and managing my emotions
- Applying advanced Blueprint steps

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation. Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

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