



PROVIDING EMOTIONALLY INTELLIGENT PERFORMANCE FEEDBACK (2 DAYS)

THIS COURSE IS ALIGNED TO UNIT STANDARD:

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| Title: | Apply the principles and concepts of emotional intelligence to the management of self and others |
| Unit Standard ID: | 252031 |
| NQF Level: | 5 |
| Credit Value: | 4 |

INTRODUCTION

Twenty-first Century managers are expected to be leaders. Leaders are expected to have excellent interpersonal and intrapersonal skills. This amounts to the development of self-awareness and the awareness of others so as to be able to manage their own and others' state of emotional being. In turn, communication, loyalty and trust grows. With sound relationships, both the manager and the employee feel comfortable to give and receive constructive feedback and resolve previously 'difficult conversations'.

This course will grow the individual exponentially as a person in both personal and work life.

REFERENCES

"The course is very relevant and informative." ~ Makonko Devilliers (Teba Bank)

"This is a course well worth doing and I would recommend it to others." ~ Jaco Ferreira (SARS)

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

"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)

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

"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)

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the principles and concepts of emotional intelligence in respect of life and work relations
- Analysing the role of emotional intelligence in interpersonal and intrapersonal relationships
- Analysing the impact of emotional intelligence on life and work interactions
- Evaluating your own level of emotional intelligence in order to determine development areas
- Giving and receiving feedback in an emotionally intelligent manner
- Behavioural skills in the context of self-awareness and emotional intelligence
- Techniques for improving confidence levels for communicating honestly.

TARGET AUDIENCE

This Unit Standard is intended for managers who lead and manage individuals. These managers would typically be second level managers such as supervisors, team leaders, heads of department and divisional heads. However, all employees who interact with team members, would benefit from this course.

COURSE CONTENT

Emotional Intelligence Self-Assessment

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 Providing Performance Feedback

- Becoming an effective leader and confident communicator
- Giving effective feedback
- Handling difficult conversations
- The GROW technique for one-on-one performance reviews

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
- Presentations
- 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.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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