



APPLY THE PRINCIPLES AND CONCEPTS OF EMOTIONAL INTELLIGENCE (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

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

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.

After the course, delegates should be capable of:

- Demonstrating knowledge and understanding of 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 in life and work situations.
- Analysing the impact of emotional intelligence on life and work interactions.
- Evaluating own level of emotional intelligence in order to determine development areas.

COURSE CONTENT

Principles and Concepts of Emotional Intelligence

- The concepts of emotional intelligence
 - Self-esteem
 - Self-image
 - Self-confidence
 - Self-awareness
 - The Johari Window
 - Locus of control
- Understanding emotional intelligence
- The principles of emotional intelligence

Analyse the Role of Emotional Intelligence in Relationships

- Personal and interpersonal competencies – interactions in life and work situations
 - Self-awareness
 - Self-regulation
 - Motivation
 - Empathy
 - Social Skills
- Techniques for giving and receiving feedback

Analyse the Impact of Emotional Intelligence on Interactions

- Positive and negative impact of emotional intelligence
- Consequences of applying emotional intelligence
- Making meetings fun

Evaluate own level of Emotional Intelligence for Development

- Analyse own responses to life and work situations
- Analyse strengths and weaknesses
- Techniques for improving own emotional intelligence

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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