



VIRTUAL INSTRUCTOR-LED TRAINING 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"

"Most wonderful two days – thank you"

"The course has given me a great deal of knowledge and equipped me to positively change my work & home environment"

"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."

"I think this was a brilliant course. I have learnt so much"

"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."

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

VIRTUAL INSTRUCTOR-LED TRAINING

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

Benefits of Virtual Instructor-Led Training

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

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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