

Emotional Intelligence in the Workplace

Based on SAQA's Unit Standard 120305, NQF Level 5, 8 Credits

Introduction

Emotional Intelligence (EI) makes the difference between average and star performers. Exceptional employees appear to be those who have greater levels of self-awareness and who are not only able to manage themselves but also able to understand and work effectively with others. This course is ideal for any employee wanting to develop their emotional intelligence and perform at a higher level.

Course Objectives

By attending this programme participants will:

- Understand the EI model and its core competencies
- Discover the benefits of EI to themselves, their team, and organisation
- Identify strategies and opportunities to apply EI in their role
- Learn how to build relationships with others which enable them to interact with others more effectively

Course Outline

What is Emotional Intelligence?

- Defining Emotional Intelligence (EI)
- Outlining the core EI competencies
- The benefits of becoming more Emotionally Intelligent
- Assessing your own EI
- A framework to develop EI competencies

The Self-aware Employee

- The importance of self-awareness for development
- Understanding your personal strengths and weaknesses
- Understanding your emotional responses and their impact on others
- Seeking on-going feedback to become more self-aware

Becoming Self-managed

- The benefits of managing and controlling your emotions
- Staying focused and calm under pressure
- Self-motivation to achieve goals

The Socially-aware Leader

- Understanding and empathising with others
- Building rapport with a broad range of people
- Managing and engaging emotions within your team
- Leadership strategies for developing more Emotionally Intelligent teams

Building and Managing Relationships

- Why relationships succeed or fail
- Building and managing internal and external relationships
- Communicating with and influencing others for enhanced results
- Managing conflicts with others
- Developing others using emotional coaching
- Action planning