



EQ & COMMUNICATION FOR COMPASSIONATE LEADERSHIP

Skills Programme

(SAQA US ID: 120305 – NQF level 5, 8 credits & SAQA US ID: 119462 – NQF Level 5, 5 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. This course is designed for:

- Leaders who want to improve their interaction with their teams
- Employees who have to deal with customers on an on-going basis
- New Managers who wish to better prepare themselves for their new position
- Anyone wishing to develop into a leadership role

COURSE OBJECTIVES

- Understand EQ and EQ Models
- Identify strategies and opportunities to apply EQ in your role
- Learn how to build relationships with others which enable them to interact with others more effectively.

INCLUDED IN THE COURSE

- Enneagram Personality Profile and a 1:1 debriefing session



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COURSE OUTLINE

What is Emotional Intelligence?

- Outlining the core EI competencies
- Assessing your own EI

The Self-aware Employee

- Understanding your personal strengths and weaknesses
- Understanding your emotional responses and their impact on others

Self-Management

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

Social Awareness

- Understanding and empathising with others
- Building rapport with a broad range of people
- Managing and engaging emotions within your team
- 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