



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This intensive, dynamic short programme is Unit Standard based and is aimed at individuals, managers and leaders needing a deeper understanding of the role and importance of Emotional Intelligence (EI).

It is highly practical and interactive and delegates cover the theory of EI and the Emotional Quotient (EQ) and learn how to become more self-aware, manage themselves and their emotions and responses more appropriately, and respond to situations with more EI.

It is suitable for those who want to gain additional skills and want to develop improved self-management and relationships in their workplace teams.

Target Audience

This course is suitable for any individual who wants to improve their emotional intelligence for optimal performance in their role as manager, leader or aspiring leader.

Any person, in any sector of the economy will benefit from the programme.

Entry Requirements

There is open access to this Unit Standard but delegates should be competent in Communication and Mathematical Literacy at NQF Level 4.

Additional Requirements

- You will need access to appropriate workplace activities.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

Management & Leadership

Emotional Intelligence in the Workplace

PSETA Statement of Results

US ID:	120305
NQF Level:	5
Credits:	8

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Analyse the Role that Emotional Intelligence plays in Leadership, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the course, you will be able to:

- Define EI and outline the competencies needed to be more emotionally intelligent.
- Understand the role of EQ and becoming more emotionally intelligent as a leaders.
- Assess own EI.
- Understand personal strengths, weaknesses and emotional responses and their impact on others.
- Seek feedback to become more self-aware.
- Use self-management to improve emotional responses, stay calm under pressure and become more self-motivated.
- Become socially aware to empathise, build rapport, manage emotions and develop EI strategies for self and teams.
- Build relationships, influence, manage conflict and use emotional coaching.





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Course Content

Emotional Intelligence in the Workplace
Analyse the role that emotional intelligence plays in leadership

Accreditation Body: PSETA

SAQA ID: 120305 | Learning Programme ID: NA
NQF Level: 5 | Credits : 8

Module 1: What is Emotional Intelligence

- Define Emotional Intelligence (EI)
- Core EI competencies
- The benefits of becoming more emotionally intelligent
- Assessing own EI
- A framework for developing EI competencies

Module 2: The Self-aware Employee

- The importance of self-awareness for development
- Understand own personal strengths and weaknesses
- Understand own emotional responses and their impact on others
- Seek ongoing feedback to become more self-aware

Module 3: Becoming Self-managed

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

Module 4: The Socially Aware Leader

- Understand and empathise with others
- Build rapport with a broad range of people
- Manage and engage emotions within your team
- Leadership strategies for developing more emotionally intelligent teams

Module 5: Building and Managing Relationships

- Why relationships succeed or fail
- Build and manage internal and external relationships
- Communicate with and influencing others for enhanced results
- Manage conflict with others
- Develop others using emotional coaching

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