



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This intensive short programme is Unit Standard based and aimed at those wanting to increase their self-awareness and Emotional Intelligence (EI) for improved leadership.

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

It covers the key concepts and models of EI and the Emotional Quotient (EQ), self-awareness, social awareness and managing and building relationships. You will assess your own EQ by completing an Enneagram Personality Profile and you will have a debriefing session to understand your own profile and start planning your personal growth strategy.

Target Audience

The programme is aimed at individuals who want to understand and improve their emotional intelligence and communication skills to perform optimally.

It is ideal for leaders and aspiring leaders wanting to improve their team interactions, their customer relationships, and their self management.

Entry Requirements

- Competent in Communication Literacy at NQF Level 4.
- Competent in Mathematical Literacy at NQF Level 4.
- Working in a management position or moving into a management position.

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

EQ & Communication For Compassionate Leadership

PSETA Statement of Results

US ID:	120305 & 119462
NQF Level:	5
Credits:	13

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.
- Be prepared to conduct an Enneagram Personality Profile.
- 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, EQ and Communication for Compassionate Leadership, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of this short programme, you will have gained theoretical knowledge and practical skills in:

- Understanding EQ/EI and various EQ models.
- Explaining the role of EQ and how it impacts on leadership.
- Defining and analysing the role of self-awareness in leadership.
- Exploring the relationship between EQ and self-management
- Examining how EQ impacts on social awareness.
- Using techniques to respond to situations in an emotionally intelligent manner.
- Responding and communicating appropriately to different audiences and in a range of communication situations to build better relationships.
- Developing strategies and opportunities to apply EQ in your own role.





Course Content

EQ & Communication for Compassionate Leadership

Accreditation Body: PSETA

| SAQA ID: 120305 | NQF Level: 5 | Credits : 8
| SAQA ID: 110009 | NQF Level: 4 | Credits : 5

Module 1: What is Emotional Intelligence?

- Outline the core EI/EQ competencies
- The role of EQ in leadership
- Assess your own EI/EQ
- EQ, self-awareness and self-management

Module 2: The Self-Aware Employee

- Understand your personal strengths and weaknesses
- Understand and evaluate your own emotional responses and their impact on others

Module 3: Self-Management

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

Module 4: Social Awareness

- Understand and empathise with others
- Build rapport and trust with a wide range of people
- Manage and engage emotions within your team
- Develop 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 influence others for enhanced results



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