

EMOTIONAL INTELLIGENCE

(In-house workshop)

Overview of workshop content

This interactive workshop will take the participants through a series of activities related to the development of emotional intelligence. Through individual and joint reflection, participants will:

- ✓ **Understand the value of emotional intelligence – professionally and personally.**
- ✓ **Work on personal self-awareness and self-management**
- ✓ **Practice techniques to increase empathy.**

Why a workshop on emotional intelligence?

“If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and have effective relationships, then no matter how smart you are, you are not going to get very far.” - Daniel Goleman

“When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion.” - Dale Carnegie

Duration and format

Hours: 4

Participants: 10 to 30

Key benefits

Learn the core skills required to practice emotional intelligence.

Make better decisions and improve relationships.

Become attuned to your own needs and the needs of others.

Who is this training for?

- ✓ Leaders in need of tools for improving employee engagement and motivation
- ✓ People in customer-facing positions
- ✓ All teams and organizations who seek to improve interpersonal relationship – inside or outside the organization