

Emotional Intelligence at Work

Duration: 1 day

This course is about understanding how emotion affects work performance and relationships in the workplace. It demonstrates how to ensure emotions can be controlled and focused into greater 'task efficiency' and 'relational effectiveness'.

The aim of the course is to develop participant's emotional intelligence to improve internal/external interaction and ultimately reduce conflict situations from arising.

Who should attend this course?

This course will benefit individuals working in environments where there are frequent and challenging interactions with colleagues and customers. Particularly useful for those who need to understand the underlying nature of their own and others' responses and who want to improve the quality of their interactions.

Course Objectives

Upon completion of this course participants will be able to:

- Understand how working relationships can be improved
- Gain an insight into the underlying emotions which shape one's own and others' behaviours
- Control and deal with one's own emotions
- Read and respond effectively to the emotions of others
- Build an empathic relationship

Course Outline

How emotions work

- The relationship between emotion and intelligence
- The root cause of emotion
- How emotions can affect everything we think, feel and do
- The three families of emotion
- The difference between emotions and feelings
- Why we become emotionally over-sensitive
- How to avoid emotional confusion

How to manage and control one's own emotions

- The difference between reaction and response
- The relationship between emotion and motivation
- Identifying the learned beliefs that shape many of our emotions
- How to be at peace with yourself
- Increasing self-motivation

How to respond to others' emotions

- Non-verbal communication
- Developing emotional literacy
- The difference between empathy, sympathy and apathy
- Building an empathic relationship