

ONLY \$375pp  
plus GST

# Emotional Intelligence for Leaders & Managers



## Outcome

Emotional Intelligence (EI) is now widely recognised as the fundamental quality of effective leadership and management.

This one-day workshop will focus on the main competencies of emotional intelligence and learn how to implement and develop to improve your relationships in work and life by increasing your understanding of social and emotional behaviour, you will learn how to adjust and manage responses.

Participants will get to undertake an Emotional Intelligence Questionnaire based on Daniel Goleman's "*Emotional Intelligence: Why it can matter more than IQ*" framework. This will get you to think about the various competences of EI as they apply to you.

Corporate Training Specialists Pty Ltd

PO Box 278, ELANORA QLD 4221

P 1800 241 848

e [admin@corporatetrainingsspecialist.com](mailto:admin@corporatetrainingsspecialist.com)

w [www.corporatetrainingsspecialist.com](http://www.corporatetrainingsspecialist.com)

# Course Outline

## **The Role of a Leader & Manager**

What is the role of a leader and a manager?  
Assessing your skills at both  
Essential skills required of an efficient manager  
Transforming good management into effective leadership

## **What is Emotional Intelligence**

Self-Management  
Self-Awareness  
Self-Regulation  
Self-Motivation

## **Skills in Emotional Intelligence**

How to accurately perceive emotions  
Use emotions to facilitate thinking  
Understand emotional meanings  
Manage emotions

## **Listening Skills**

What is effective listening  
Importance of listening  
Characteristics of listening  
Steps to effective listening  
The process of listening  
Benefits of effective listening

## **Empathy**

What are the barriers to empathy  
Developing your empathy  
Empathising with others

## **Social Management and Responsibility**

Benefits of Emotional Intelligence  
Articulate your emotions using language

## **Tools to Regulate your Emotions**

Seeing the other side  
Self-management and self-awareness  
Giving in without giving up

## **Work Smart Strategies**

Understand emotions and how to manage them in the workplace  
Role of Emotional Intelligence at work  
Disagreeing constructively  
Optimism  
Pessimism  
The balance between optimism and pessimism

# Who Should Attend

CEO's  
General Managers  
Managers  
Supervisors  
Human Resources