



SCLP06 – Emotional Intelligence

Description

Anyone who is authentic and emotionally intelligent can have great influence over others. This requires that you have an in depth knowledge and understanding into the four pillars which determine your emotional intelligence: self-awareness, social awareness, self-management and relationship management.

During this course you will gain increased self-awareness and how your personal brand influences those around you. Once you understand the message you are sending the world you will gain an appreciation of social awareness and how to get the most out of people with different backgrounds, cultures and belief systems. You will then be introduced to a variety of self-management tools and techniques. Once there is clear understanding of your self-awareness, social awareness and self-management, the final module will focus on building sustainable relationships through applying a variety of techniques including, inspirational leadership, conflict management, building effective teams, and acting as a change enabler.

Learning Objectives

Learners will gain an appreciation and understanding of the skills necessary to:

- Understand your role and the impact of your actions as an “EQ” Leader
- Improve your self-awareness - your style and your motivators. By understanding this you are able to assess situations and others and adapt your behaviour for most efficient method of interaction
- Create an awareness of individual needs and how groups develop
- Apply a variety of techniques including, inspirational leadership, conflict management, relationship building
- Ability to act and lead in a more effective manner

Course Materials

Materials include Manual, Handouts, Exercises, practical Toolkit and a self-assessment tool to assess your emotional intelligence and leadership style.

Intended Audience

This training module is aimed at:

- Line Managers, Team Leaders and those people who engage with customers or internal stakeholders who wish to polish their emotional intelligence skills
- Those people who are new to a management or leadership role
- The module can be modified to suit a particular organisation that wishes to have training more closely focused on their specific business needs.

Course Duration

2 days.

Learning Time

This is a two plus one day training module. The course starts at 08:00 and finishes at 16:30.

Training Medium

Classroom, exercise based.

Pre-Requisite Learning

No previous leadership or management training required.

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Course Topics

- EQ vs. IQ vs. PQ
- Improving self awareness and increasing organisational effectiveness
- My personal brand
- The messages I send
- Social awareness
- Group Dynamics and Processes – understanding the development of the group
- Self-management
- Inspirational Leadership - whether or not you have the title – adapting your leadership style
- Conflicts and Conflict Management - categories and individual styles
- Motivation
- Feedback – a powerful tool for development
- Conflict Management – serving attitude
- Questioning Techniques – the answers are as per the questions
- Active Listening – a powerful tool to build relationships
- Re-actions to Change - methods to assist individuals to move on
- Relationship Management - from management to engagement

Would you like this training adapted to your needs? Contact us for a proposal.

For course dates, booking and information, contact us on www.pm-ideas.net or +27 (0) 11 706 6684.

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