

Emotional Intelligence in the Workplace

Overview

Emotional intelligence (EI) is the capacity to be aware of, control, and express one's emotions, and to handle social relationships thoughtfully and compassionately. It is one of the most vital skills for good workplace relationships and culture.

Our intensive EI workshop, delves into the finer details of emotional intelligence, exploring what it means to be emotionally intelligent and how to hone your skills, turning it into a fine art. The workshop gives practical strategies, real-world scenarios and expert tools to ensure personal and professional growth.

Course content

- Understand Emotional Intelligence and the importance of self-awareness, social awareness and self-regulation
- Discover the Triune Brain Theory, the effects of Dopamine on the brain and how this impacts your EI
- Develop your communication skills through rapport building and active/constructive conversations
- Gain practical strategies to develop relationships with the GROW Model of coaching
- Explore and understand “Above and Below the Line” behaviours to create a more positive way of thinking and communicating

Who's it for

All staff working within Employment Services who wish to improve their Emotional Intelligence

Options

Time: 2 hours to a full day
Delivery: Easily tailored to suit
(In-house workshop, webinar, group delivery or individual coaching)



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