

Emotional Intelligence

Duration:

One day

Objective

This course is designed to demonstrate to delegates how they can become more sensitive to their own needs and the needs of others. It will deepen their knowledge of how emotions affect behaviour and equip them with tools and strategies to move from negative to positive emotional states.

Contents

Emotions and why are they important for effective communication
Why we think, feel and act the way we do
Recognising emotions and their impact on our behaviour
Identifying situations that can be handled better
Responses - choice or habit
Moving from negative to positive states
Altering your physiological state to impact on your psychological state
Understanding the impact of our language on our own and the mental state of others
Using creative language to generate new possibilities
Listening with empathy and enhancing self-esteem
Broadening perceptual awareness

Who should attend

This course is ideal for individuals who are looking to increase their self-awareness, personal effectiveness, and people skills.

Course benefits

Increase your influence in your organisation and boost morale
Inspiring co-operation, trust and confidence in others
Master difficult situations and achieve the best outcome possible
Resolving conflict effectively
Developing relationships based on trust
Improve your coaching abilities
Improve decision making and achieve better results

Additional information

Emotional Intelligence is widely acknowledged to be vital in every aspect of life - enhancing relationships and helping you to achieve your full potential. This programme also dovetails with Cosensa's course on Neuro-Linguistic Programming - 'how-to' technology you need to increase emotional intelligence.

Certificates

All delegates who successfully complete this course will receive a certificate of attendance.

Trainers background

The trainer for this course has extensive experience in design and delivery of business and performance improvement training. They have been involved in the delivery of Neuro Linguistic Programming training since its inception and is a recognised NLP Practitioner.