

# Emotional Intelligence in Action: How to become more successful and resilient at work

0800 0015 151

## Discover How To:

- Enhance your personal success and career prospects by developing key people skills and competencies
- Understand yourself better in order to pre-empt difficult situations, and in order to fully utilise your strengths
- Gain better control of your emotional responses to people and situations, in order to: achieve more positive outcomes, make better decisions and to enhance your life-balance
- Understand others better in order to be able to: motivate and influence, collaborate and build effective on-going working relationships
- Improve the quality of your working relationships with others, by reducing anger and hostility, developing collaborative effort, and by producing creative energy

## A personalised self-study course that will help you to develop your Emotional Intelligence

Various surveys in the US and UK have reported that people who are high in emotional intelligence experience less stress, enjoy better health, perform more effectively at work, gain others' co-operation, deal more effectively with change and stay employable...

Research has shown that EI is the single most important factor predicting personal success - twice as important as IQ and technical skills combined! Within 500 worldwide organisations, people who rose to the top measured



*"How often have you met people with wonderful minds who are let down by their emotions or sabotage themselves, and wondered why?"*

highest in EI competencies.

This course will equip you with the skills and knowledge for the practical application of Emotional

Intelligence. It will help you to understand yourself and others better, and will give you a valuable insight into how to build productive and professional relationships at work. It is recommended for anyone who would like to learn how

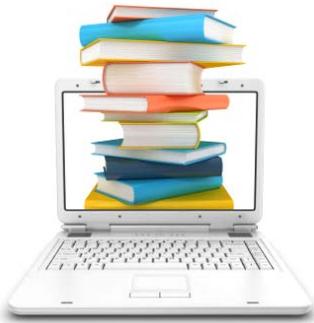
emotions affect performance at work, and how to use practical but effective strategies to manage emotions in difficult situations.

## What are the benefits of an eCourse?

An eCourse is a quick and effective way to gain new skills for work or simply to give your CV a boost... and:

- No advance booking required, no set start dates, or cancelled courses to worry about
- You can start the training just as soon as you're ready
- Learn at your own pace, take as long as you like, you're not bound by timetables
- Follow your own priorities, choose which topics/modules on which to focus your time
- No need to take time out - you fit it around your other commitments to suit you
- It's very cost-effective: only a fraction of the cost of travelling to a face-to-face session
- It's a really effective way of learning about a new topic, discovering your strengths and identifying potential areas for further development

# H2



*"Understanding the powerful role of emotions in the workplace sets the best leaders apart from the rest... not just in tangibles such as better business results and the retention of talent, but also in the all-important intangibles, such as higher morale, motivation and commitment."*

Daniel Goleman, *The new Leaders* (transforming the art of leadership into the science of results)

## Course Objectives

By the end of this eCourse you will:

- Have increased your self-awareness
- Have improved your confidence
- Be clearer about how to deal more professionally with emotions in yourself and others
- Know how to handle difficult inter-personal issues more confidently and effectively
- Understand how to develop your personal credibility and influencing skills
- Have a strategy for improving your communication with others
- Know how to build stronger working relationships with others
- Understand how to become a more effective team player
- Have practical tools for minimising the causes and effects of workplace stress
- Have a personal action plan for transferring what you've learnt into the real world, and continuing to develop your skills.



### The New Rules for Work

"The new rules predict who is most likely to become a star performer and who is most prone to derailing. Academic abilities are largely irrelevant. The new measure focuses on personal qualities, such as initiative and empathy, adaptability and persuasiveness.

In the new stripped-down, every-job-counts business climate, these human realities will matter more than ever."

Daniel Goleman, *Working with Emotional Intelligence*

## Research by Hay Group, Daniel Goleman and Richard Boyatzis has found:

- Software developers with high levels of emotional intelligence can develop effective software three times faster than others.
- Sales Consultants with high levels of emotional intelligence generate twice the revenue of their colleagues.
- A national furniture retailer found that sales people hired based on emotional intelligence had half the drop out rate during their first year.
- Experienced partners in a multi-national consulting firm who were assessed on their levels of emotional intelligence delivered \$1.2 million more profit from their accounts than did other partners - a 139% incremental gain.





## Course Outline

1. **On-line Assessment** – The eCourse begins with a self-assessment which you complete on-line. You will then receive a personalised report, including easy-to-understand instructions for interpreting the feedback, a personal summary of emotional competence, and competency details. You will also receive rest of the eCourse materials in the form of self-study materials that are tailored to you.
2. **Personal Objective Setting** – Having completed the self-assessment and reviewed your report, you will complete a dynamic and reflective exercise that will help you to identify the personal objectives that will help you to achieve your short, medium and long-term career and development goals.
3. **Use of emotions** – You will begin to explore the nature and use of emotions at work, by identifying examples of how they can have both positive and negative consequences.
4. **Emotional Intelligence at Work** – Whether you are completely new to the topic of EI, or if you've vaguely heard of it, we will guide you through the important information to develop your understanding of the value and exact nature of EI both in and out of the working environment.
5. **Key competencies** – You will be introduced to the 18 key skills that make up "emotionally intelligent behaviour" and that have been shown through research to be vitally important in determining personal success and resilience. You will also learn to spot when you or others are using the skills to their best advantage.
6. **Links with NLP** – You will discover the basics of how Neuro-Linguistic Programming can be used as a practical tool to train us to best exercise our Emotional Intelligence.
7. **Self-development exercises** – You will be given a range of specific and tailored exercises that you can complete at your own pace, in order to enhance the potential development areas identified your personalised assessment report.
8. **Applying the skills and techniques** – Beginning with a range of typical hypothetical situations, and moving on to your own real-life scenarios, you will have the opportunity to see exactly how enhanced emotional intelligence will positively influence the outcomes for all involved.
9. **Personal Development Planning** – The eCourse will conclude with a personal development exercise that's designed to help you to take what you've learnt into the real world, and to continue developing your skills.

*"Any person capable of angering you becomes your master; he can anger you only when you permit yourself to be disturbed by him."*

Epictetus

## H2: Putting the 'How to' into personal effectiveness

### What does it cost?

We understand that training is an investment - not just in terms of the cost, but also in the time that you give to it. We are therefore committed to providing excellent value by ensuring that our e-courses are competitively priced.

The cost of this "Emotional Intelligence in Action" eCourse is:  
**£96 (including VAT)**

The fee includes:

- An in-depth online assessment with personalised report
- Tailored self study materials
- Support from an expert tutor
- 25% discount voucher off any one-day H2 Open Course (worth £81 off the fee for self-funding individuals, valid for 12 months)
- Personal action planning
- Certification (On completion of a short assignment)

Register today, by completing our [online booking form](#).



"The 'e' in e-learning means much more than 'electronic' when applied to e-learning: think instead of a big "E" for Exciting, Energetic, Engaging, and Extended learning..."

E-Learning pioneer Bernard Luskin



### What do others say about the course?

*"A great introduction to a fascinating topic. I only wish I had learnt about it sooner!"*

*"EI is definitely the new NLP in my eyes! It absolutely gets to the heart of what makes some people so much better able to create and maintain healthy working relationships."*

*"I've known for a long time what I was supposed to be doing, but my nerves and emotions always seemed to get the better of me... Now I*

*have a clear plan of how I can change things for the better and manage myself and my reactions."*

*"This is such an important area of knowledge and skill that I'd not come across before. It helped to explain lots of things to me that I just couldn't get my head around before. Thanks!"*

*"It helped lots with confidence and gave me various options for handling difficult situations"*

*"I am determined to continue to focus on developing my*

*Emotional Intelligence. I can see now how it has been the missing ingredient that's been holding me back."*

*"I found it really helpful to be able to think through and work on issues personal to me"*

*"The course was really useful and an eye-opener - it was especially useful that the session drew from my own experiences - it provided practical solutions and wasn't too theoretical"*

H2 Training & Consultancy Ltd  
27 Old Gloucester Street  
London WC1N 3AX

Tel: 0200 888 0207  
Fax: 0200 888 0208

Email: [mail@h2training.com](mailto:mail@h2training.com)  
Web: [www.h2training.com](http://www.h2training.com)