

# Emotional Intelligence at Work

## Course Outline

Organisations of all sizes are increasingly recognising the key role that 'Emotional Intelligence' (EQ) has in the effectiveness of the organisation at all levels. Managers and team leaders are required to fulfil a much broader remit - not just to have technical or specialist expertise, but also to have a range of personal attributes and abilities; team members need to be able to co-operate and to work effectively with their colleagues and managers; and front-line staff need to be able to deal professionally with difficult/stressful situations with customers and suppliers.

This course will equip delegates with the skills and knowledge for the practical application of Emotional Intelligence in the workplace. It will help delegates to understand themselves and others better, and will give an 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.

### KEY AIMS

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1. To enable participants to improve their self awareness – to understand how emotions and thoughts are likely to impact on their own behaviour
2. To focus on key issues and challenges relating to the development and application of Emotional Intelligence at work, including: developing, maintaining and applying Self Awareness; Social Awareness; Self Management and Relationship Management.
3. To enable participants to recognise how other people react to situations and why they may be behaving the way they do
4. To introduce/identify powerful and flexible tools, techniques and strategies for behaving and communicating effectively, whatever the participants' previous experience or circumstances
5. To facilitate the development of strategies for improving delegates' ongoing personal development
6. To cover essential topics in a relatively short time, whilst ensuring an immediate impact.

### KEY BENEFITS

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Participants will:

- Increase their self-awareness
- Deal more confidently and professionally with emotions in themselves and others
- Handle difficult inter-personal issues more confidently and effectively
- Develop personal credibility and influencing skills
- Build stronger working relationships with others

The organisation will:

- Improve internal communication
- Have more effective team players
- Have more confident and competent individuals
- Experience the benefits of more positive working relationships
- Decrease workplace stress

## OUTLINE PROGRAMME

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- 1. Use of emotions** – Identifying examples of using emotions at work both positively and negatively and considering the wider consequences of each.
- 2. Emotional Intelligence at Work** – Developing an understanding of the value and exact nature of Emotional Intelligence in the working environment.
- 3. Key EI leadership competencies** – Understanding the key competencies that make up emotionally intelligent behaviour, including: Self Awareness; Social Awareness; Self Management and Relationship Management.
- 4. Self-development exercises** – Introducing and practicing a range of specific exercises to enhance each key area of emotional intelligence.
- 5. Applying the skills and techniques** - Considering a range of typical situations in which enhanced emotional intelligence will positively influence the outcomes for all involved.
- 6. Personal Development Planning** - Identifying continuing personal development needs and extending learning into the workplace through a detailed action plan.

## FEEDBACK

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- “I have a much better understanding of what ‘EI’ is, and why it is so important. I will definitely be recommending that everyone in my organisation attends this training!”
- “It was a real eye-opener and helped to explain how important it is to understand and manage your emotions at work.”
- “I found it really helpful to be able to talk through the sorts of issues that rarely if ever get mentioned at work.”
- “Thanks very much for the training, I found it really useful to analyse my personal strengths and identify the areas for development that will help with my personal effectiveness.”
- “It was especially useful that the session drew from our own experiences – it provided practical examples and wasn’t too theoretical.”
- “The Emotional Intelligence Competency Assessment was a really valuable insight into my personal strengths and areas for on-going development. I’m sure I will continue to refer to it as I develop my skills in EI. Many thanks!”

## COST

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We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £395 + VAT
- 2 or more delegates: £355 + VAT each
- Public Sector: £355 + VAT
- Registered Charities or self-funding individuals: £325 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

## **CONTACT**

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