



# EMOTIONAL INTELLIGENCE

## Course Outline

### Course overview and duration

Emotional intelligence is the capability of an individual to recognise their own emotions and those of others, discern between different feelings and label them appropriately, and use emotional information to adapt their thinking and behaviour to their immediate environment. This one-day course aims to enable delegates to be more sensitive to both their own needs and the needs of others. It will deepen participants' knowledge of how emotions affect behaviour, and provide the tools and strategies that are required in order to progress from a negative to a positive emotional state.

### Who will benefit from this course?

This course will benefit anyone that interacts with other people – colleagues, customers, suppliers, competitors – in their day-to-day work. It is relevant to people working in any professional area and at all levels.

### What you will learn:

- Increase your sphere of influence in your organisation and boost morale.
- Inspire more co-operation, trust, and confidence in others.
- Take control of situations that would otherwise swamp you, and get the best possible outcome.
- Resolve conflict more easily.
- Build relationships based on trust.
- Improve your ability to coach and nurture others.
- Improve decision making and achieve better results.

All delegates will leave the training with a personalised action plan.