

EMOTIONAL INTELLIGENCE TRAINING

6

COURSE DESCRIPTION

Emotional intelligence training will help you build stronger relationships with your customers, coworkers, and even family members and friends. Additionally, when you combine emotional Intelligence (EQ) with technical competence, you gain a powerful tool to build a successful career. Your technical skills allow you to perform the tasks of your job, while your EQ skills allow you to work well with your co-workers and customers. You will strengthen your interpersonal skills. You'll learn how to recognize emotions in yourself and others, how to respond appropriately to emotions, how to manage your own emotional responses, and how to influence a desired emotional response in others.

Course Objectives:

- Recognize emotions in yourself and others
- Respond appropriately to emotions
- Strength communication skills
- Manage your own emotional responses
- Influence a desired emotional response in others
- Gain valuable tools for managing relationships with other people



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