



## EMOTIONAL INTELLIGENCE – 2 Days

**ADAPTABLE AND EXTENDABLE TO LEVEL AND GROUP SIZE**

### The Definitive EQ Master Class

Learn how to apply proven, practical ideas and tools from the emerging science of Emotional Intelligence (EQ) to improve personal and organisational performance.

Acquiring fundamental emotional intelligence techniques in dealing with stress and conflict is essential in becoming a leader of people, and not just a manager. Learn how to recognise stress and resolve conflicts and apply one-on-one discussion steps to prevent yourself and fellow employees from leaving or becoming ineffective.

### A Guide to a better future

- UNDERSTAND THE EQ MODEL, ITS LEVELS AND ACTIONING OF OUR RESPONSES
- 10 HABITS THAT MAKE PEOPLE EMOTIONALLY INTELLIGENT
- UNDERSTAND YOUR OWN LEVEL OF EMOTIONAL INTELLIGENCE
- INCREASE YOUR EMOTIONAL INTELLIGENCE & USE IT TO BE SUCCESSFUL
- STRESS MANAGEMENT AND COPING WITH THE ENVIRONMENT
- UNDERSTANDING & MANAGING DEPRESSION IN A WORKPLACE ENVIRONMENT
- STRESS AND LEADERSHIP - CHARACTERISTICS OF PRINCIPLE-CENTRED LEADERS
- CONFLICT RESOLUTION AND THE “WIN-WIN” SOLUTIONS
- DIVERSITY AND DIVERSITY MANAGEMENT

### OUTCOMES

- ✓ Learning to identify and isolate the facts in an emotionally charged situation
- ✓ Enhancing your leadership and management ability through effective E.Q
- ✓ Managing conflict in a diverse environment and using it to build formidable teamwork in a 360 degree approach
- ✓ Generating support and co-operation from your peers, subordinates and superiors by utilising Emotional Intelligence
- ✓ Strengthening stakeholder relationships by improving your staff's coping and negotiation skills
- ✓ Identifying skills of active and perceptive listening to encourage honest communication between yourself, staff and customers
- ✓ Distancing yourself from emotion to maintain control in argumentative and stressful discussions
- ✓ Understand the types of stress that you may operate under
- ✓ Acquire crucial strategies for dealing with stress

### WHO SHOULD ATTEND?

**Leaders, Managers, Supervisors, Team Leaders, Employees and Wellness practitioners**  
Don't standstill; move up to the next level!

Attend the best available course that makes good employees better...bringing key issues to light and enhancing self-management, and an understanding of diverse human interactions.

Dealing with the issues facing ALL of us today

### SPECIALIST FACILITATOR, CONTENT ADVISOR, AND ACTIVITY DESIGNER - DONALD HJUL

Specialist Facilitator and Professional OD Consultant who has over 40 years of joint experience in the Private, Public and NPO sectors across international boundaries and within many sectors and industries.

He leverages his extensive management and leadership experience—from intern to executive level—to consistently create impactful, practical, and experience-driven programs for clients focusing on the three M's: Mindset, Mechanics, and Motivation.

Our passion, is to empower individuals and organizations to achieve continuous and transformative human performance improvement, throughout the Human Capital Management landscape

Contact Us

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