

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Personal Mastery

Course Name:
Emotional Intelligence:
*From Awareness to
Action*



COURSE DURATION: 2 Days

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

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8000

Durban

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COURSE OVERVIEW

Mastering **emotional intelligence** in the workplace leads to better communication, effective leadership, efficient conflict resolution, improved decision-making, stress management, adaptability, a positive work environment, and enhanced customer service.

These factors are integral to individual success, team dynamics, and the overall health and performance of an organisation.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

COURSE OBJECTIVES

This comprehensive and practical **2-day workshop** provides delegates with the knowledge, skills, and tools to improve their effectiveness and impact at work.

COURSE OUTLINE

Module 1: Introduction to Emotional Intelligence

- What is emotional intelligence?
- Why is EI such an important competency in the workplace
- **Overview of EI Core Skills:** Self-awareness, Self-management, Social Awareness, Relationship Management
- Evaluate your current emotional intelligence

Module 2: Develop self-awareness

- Identify and understand your emotions at work
- The Impact of emotional self-perception on performance and decision-making
- The role self-awareness plays in effective communication, personal growth, and self-confidence.
- Tools for enhancing self-awareness
- Self-assessment and reflection exercises

Module 3: Improve your performance through self-management

- Techniques for managing emotions in high-pressure situations
- How to use EI to manage stress and build resilience
- Emotional self-control and its impact on professional conduct
- Use the “ledge” as a tool for reducing impulsive outbursts
- Practical examples

Module 4: Develop social awareness

- Recognising and respond appropriately to the emotions of colleagues and customers
- The role of empathy in building professional relationships
- Understanding organizational culture through an EI lens
- Enhancing communication skills for diverse workplace dynamics

Module 5: Master relationships

- EI Strategies for effective team building and collaboration
- Navigate conflict and difficult conversations with EI
- How to use EI to influence and motivate others
- Build trust and fostering an inclusive work environment

Module 6: Implement EI strategies in various scenarios

- Role-play workplace situations
- Manage difficult conversations and provide feedback
- EI in sales, customer service, and client management
- Develop a personalised EI action plan for professional growth