

# Emotional Intelligence For Finance Professionals

**Duration:** 5 Days

**Language:** en

**Course Code:** PF1-111

## Objective

Upon completion of this course, participants will be able to:

- Grasp a deeper understanding of your own and other people’s emotions.
- Learn how to control your emotions in distressing situations.
- Gain the trust of your team and superiors and show improvement.
- Properly share credible, relevant advice.
- Use your emotions to keep a firm hold of your business.
- Consider how emotional intelligence can affect your business profits.
- Understand the negative effects of not considering emotional intelligence when dealing with consumers and front-line staff.

## Audience

This course is designed for a wide range of people, including anyone in any financial role who wants to learn to control and properly manage their emotional intelligence and gain better business control. This course would be most beneficial for:

- Senior Managers
- Medical Directors
- Construction Project Managers
- Customer Analytics Directors
- Business Consultants
- Chief of Staff
- Sales Managers
- Advisors
- (Operations Managers
- Business Owners
- Chief Financial Officers (CFO)
- Finance Professionals
- Project Managers

## Training Methodology

This course uses a variety of adult learning methods to aid understanding. This high-quality program is filled with practical sessions to engage participants within a highly supportive environment which encourages group activities and promotes positive change. The course encourages networking and team development to overcome real-world issues within any business and displays the cause and effect of emotional intelligence mistakes through interactive learning.

## Summary

In every business, reaching out to the target audience and attracting the right consumers is essential to make a profit. This is typically done through marketing and the product quality itself. However, these days, consumers expect a little more from the companies they buy from, meaning that the customer experience is now incredibly important to profits.
Emotional intelligence is key to understanding the customer experience and mapping the right journey. You should understand your customers to make the most money from them. You also need to understand how to react when you get negative feedback. Controlling these emotions is what sets you apart from other similar businesses.
Emotional intelligence should also be used within the company to ensure employees receive all the support they need in their job roles.
This will help with staff turnover and, in turn, give you a more solid profit basis without spending extra money on constant training and recruitment.
Ensuring you have your emotional intelligence under control is truly essential. One bad move can reflect badly on you and may create a bad reputation for your business as an employer or seller.

## Course Content & Outline

**Section 1: The Purpose of Emotional Intelligence**

- What is emotional intelligence?
- How can emotional intelligence improve my career?
- The key to controlling your emotions to benefit your business.
- Unlocking a deeper understanding of yourself and others via emotions.
- Proper evaluation of your own emotions.
- Learning the Jo-Hari window technique to learn about yourself.

**Section 2: The Transition from Professional to Manager**

- What role does a financial manager play?
- How can your emotions carry you up the ranks?
- Knowing the difference between managing and leading.

- Knowing what transformational leadership is and how to implement it.
- Comprehending all individual needs and requirements of being a leader in a business.

**Section 3: Upgrading Your Emotional & Financial Proficiency**

- Understanding others from a psychological viewpoint.
- Developing your own emotional intelligence to improve in the workplace.
- Practical methods to help you control your emotional intelligence.
- How do I control my emotions as a professional?
- Learning about and successfully using the SWOT framework.

**Section 4: Making Use of Your Emotional Intelligence**

- Give appropriate feedback using your emotional intelligence skills.
- Showing a clear and relevant response to cross-cultural issues.
- Being attentive and cooperative towards co-workers and any customers or clients.
- Providing straightforward open and closed questions.
- Having proper control of emotions both in the real and virtual worlds.

**Section 5: Improving Your Emotional Skills**

- Understanding the meaning of motivation and enacting it.
- Learning how to motivate yourself as well as your team.
- Healthily cooperating and communicating with your team.
- Avoid making decisions in groupthink and finding healthy, proper alternatives.
- Make good use of personal action plans and smaller milestones.

## Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

## Categories

Customer Service & Public Relations (PR), Finance, Accounting & Budgeting, Management & Leadership, Human Resources Management (HRM)

## Tags

Emotional Intelligence, finance, Emotional, emotions

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