

Develop Your Emotional Intelligence As A Professional

Duration: 5 Days

Language: en

Course Code: MG2-132

Objective

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

- Gain a deeper insight into the importance of emotional intelligence.
- Develop and improve relationships using your emotions.
- Improve communication with colleagues, consumers, and clients both in person and remotely.
- Improve your resilience when things don’t go well and create an internal contingency plan.
- Understand how your emotions can lead to a well-managed team.
- Predict the emotions of others and mitigate risks and conflict.
- Identify opportunities to develop relationships using mutually beneficial agreements.

Audience

This course was designed for anyone in a management role who is looking to improve their emotional intelligence and motivate and inspire their team. This course would be most beneficial for:

- Operations Managers
- Team Leaders
- Supervisors
- Trainers
- Learning & Development Managers
- Project Managers
- Developers
- Customer Service Advisors
- Career Coaches

Training Methodology

This course uses various adult learning methods to help participants deeply understand emotional intelligence. During this course, participants will be given various tasks to promote teamwork using group learning.
Real-world case studies lead to important, interactive exercises and role-playing opportunities for improving communication and leadership.

Summary

Keeping your composure is an incredibly useful skill to perfect. During each working day, no matter what industry you're in, you or your employees will come up against challenges that require problem-solving skills, future thinking and, above all, the right mindset and etiquette to be a positive influence and role model. The key to gaining the respect of your peers and colleagues is to remain composed during any form of pressure or conflict and control your own emotions to ensure the best outcome for the business.
As a manager, any mismanagement of emotions in front of your co-workers could reflect badly on you and your company, especially if you are responsible for dealing with external relationships. No business can be successful with leaders who can't control their emotions when necessary.
Learning to properly display your emotions and communicate effectively will help you motivate your team, gain trust and buy-in from clients and consumers, and understand where the problems are so that you can make changes and future-proof your business.

Course Content & Outline

Section 1: Insights Into Emotional Intelligence

- Knowing why emotional intelligence is essential.
- Find out how to measure and improve your skills.
- Improving your self-esteem and confidence with emotional intelligence and communication.
- Developing emotional intelligence in the workplace.
- Creating a Good impression on your personality.
- Resolving conflicts with emotional intelligence.
- Controlling your actions and thoughts properly.
- What is emotional intelligence?

Section 2: Recruiting Your Team

- Characterising your ideal employee.
- Learning to read someone's character correctly.
- Main principles for start-ups.
- Choosing the best job description.
- Things to avoid when making a team.
- Tools for recruitment using emotions.
- Choosing the best characteristics in co-workers and team members.

Section 3: Improving Your Communication & Presenting Ideas

- Appreciating and understanding emotions in other people.

- Creating your business plan.
- Using emotional intelligence for presentations.
- Creation of a professional presentation.
- How do I evaluate opportunities for investors?
- Productive ways to sell ideas.
- Promotion in a professional way.
- Improving the way to communicate appropriately with team members.
- Easy Straight forward open communication with customers.

Section 4: Building Your Brand

- Networking skills for professionals.
- Building up trust with emotional intelligence.
- Properly handling questions.
- Learning to phrase things professionally.
- Giving you support for your skills.
- Building up your network.
- Successfully promoting yourself online.

Section 5: Motivating Yourself & Building Resilience

- Healthily managing pressure with emotional intelligence.
- Expressing yourself while being resilient.
- Identifying workplace pressure.
- Building emotional well-being in the workplace.
- Motivating your team.
- Learning to bypass passive aggressiveness and be assertive.

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.

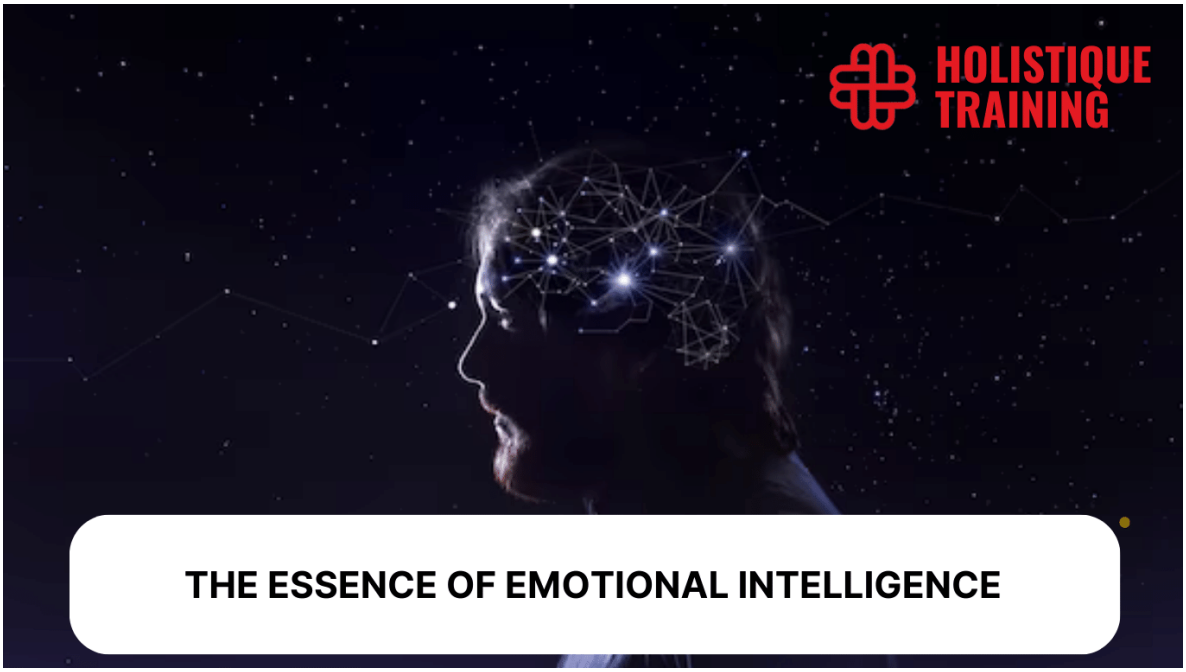
Categories

Human Resources Management (HRM), Management & Leadership

Tags

Emotional Intelligence, communication, emotions

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Boost relationships with Emotional Intelligence. Master self-awareness, empathy, and conflict resolution to build authentic, positive connections.