

Excelling in Emotional Intelligence

Duration: 5 Days

Language: en

Course Code: MG2-114

Objective

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

- Develop your own self-awareness.
- Master credible leadership skills using emotional intelligence.
- Gain the trust of your workforce and inspire a collaborative approach.
- Respond positively to feedback and move forward.
- Effectively motivate a team towards meeting a collective result.

- Develop a calm and productive attitude in the face of negativity.
- Create a confident and influencing mindset to inspire your team.
- Understand the communication techniques needed to get the most out of each team member.
- Create emotional resilience to deal with stressful situations in a productive way.

Audience

This course is for any leader or manager who wishes to develop a stronger and more mutually beneficial relationship with their team. It will be particularly useful for:

- Line Managers
- Department Managers
- Operations Managers
- Directors
- Business Owners
- HR Personnel
- Aspiring Managers
- Supervisors
- Team Leaders

Training Methodology

This course provides a range of practical and written activities to help attendees understand and develop their emotional intelligence and approach to leadership. The course uses role-playing activities and real-life case studies to help trainees develop practical skills and understand how emotional intelligence can affect genuine situations. The course also considers models and techniques for emotional intelligence development, engaging group discussion, and project planning frameworks as effective learning methods.

Summary

As a leader, understanding and utilising emotional intelligence and mastering effective

communication styles are essential skills to get the most out of your team. It’s important that your direct reports find you approachable and relatable, meaning they feel confident raising issues and suggesting ideas to move forward.
An emotionally intelligent leader can build mutual trust with each employee and easily motivate their team to get the most out of each individual by understanding their drivers and working with key targets that suit them.
Being properly self-aware and able to switch up your leadership style to match each team member will assist you with easy influencing and negotiation. This will allow you to get the most out of your team and ensure your workforce maintains its morale and productivity.
Emotional intelligence skills also help manage difficult conversations and give you greater scope and experience when judging each team member's performance and development areas.

Course Content & Outline

Section 1: What is Emotional Intelligence?

- Why is emotional intelligence important?
- The beginning of emotional intelligence research.
- Essential emotional skills for leadership.
- Expressing your own emotions.
- Overcoming personal barriers.
- Dealing with personal stress.

Section 2: Understanding Personality Differences

- Personality type index.
- LPI usage and how it helps.
- Understanding employee personality differences.
- Work-life balance.

Section 3: Leadership Psychology

- Left vs. right brain.
- Roles, responsibilities, relationships, and resources.
- Dealing with chaos, change, and challenges.
- Handling the ego.

Section 4: Communication Styles

- The 4 communication style models.
- The importance of body language.
- Building an emotional connection.
- Developing empathy.

Section 5: Mastering Self-Awareness

- Understanding your trigger points.
- Avoiding outbursts.
- Taking responsibility for your own emotions.
- Creating a personal action plan for improvement.
- The 3 essential aspects of self-awareness.
- Utilising your strengths.

Section 6: Delivering a Key Message

- Key negotiation techniques.
- Delivering a difficult message.
- The importance of perception.
- Creating a valid vision.

Section 7: Managing Performance Effectively

- Managing conflict.
- Inspiring others.
- Common motivation techniques.
- Avoiding demotivation while encouraging improvement.

Section 8: Influencing Techniques

- Public speaking confidence.
- Creating an impact.
- Assessing results and making changes.
- Holistic leadership and setting an example.
- Action planning and moving forward.

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

Management & Leadership

Tags

Emotional Intelligence, Leadership, Communications, Leadership Psychology

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15 Emotional Intelligence Activities In The workplace

Boost workplace harmony with emotional intelligence activities. Foster empathy, communication, and regulation for stronger teams and success.

YouTube Video

https://www.youtube.com/embed/tYm0bl_P4bE?si=qt2cNYZ71B6eGFg0