

# Emotional Intelligence

Emotional intelligence, also referred to as EI or EQ (emotional quotient), is one of the most important ideas to hit the business world in recent years. It is based on the notion that the ability of individuals to understand their own emotions, and those of the people they work with, is the key to better business performance.

Therefore, this training is relevant to everyone that interacts with others at work and will help develop their emotional intelligence skills in all angles of life.

During this two day workshop you will discover some simple techniques that dramatically change how to manage your emotions and those of others. You will learn how to recognize the importance of learning self-awareness, self-management, self-motivation, developing empathy and successfully managing relationships.

## At the end of this training course, you will :

- Be aware of emotions and the impact they have on your performance
- Recognize and understand emotions in others and how to adapt your behavior to suit
- Regulate your emotions and so enhance performance
- Handle and inspire emotion in others.
- Introspect and accept responsibility for your thoughts, words and actions
- Become more self-aware and begin to pay attention to your inner-states
- Learn why you lose motivation and how to get your motivation back
- Learn how to converse with others in a productive way when things go wrong
- Commit to stop your own unproductive behaviors
- Determine your stress analysis score and strategize solutions
- Write down goals in order to regain focus and direction
- Learn how to regain lost confidence or to increase the confidence they already have
- Learn how to become more adaptable to change
- Accept responsibility for your attitude and moods
- Embrace the ten life laws that can change your lives

## What You Will Cover:

This workshop is based on the 5 domains of Emotional Intelligence:

- **What is Emotional Intelligence?** A set up to the session, which explains what EI is and its role in improving performance in the workplace.
- **Self-Awareness** - Understanding how self-aware participants currently are, reviewing the value of self-awareness and providing an opportunity to develop this.
- **Self-Management** - Appreciating that we manage ourselves based on our values, attitudes and beliefs. Looking at methods of improving self-management and overcoming negative 'self-talk'.
- **Self-Motivation** - A look at how personal goals drive our self-motivation, how our beliefs, values and attitudes can affect our motivation and some valuable techniques for personal improvement.
- **Empathy** - Helping participants appreciate the need for empathy and providing the methods for doing it.

- **Handling Relationships** - Bringing the previous skills together to become 'socially intelligent'. Looking at real life situations and how emotional intelligence plays a part. Finally; reviewing ways of further improving relationships using emotional intelligence.

**What's included?**

- Instruction by an expert BOTA and CEDA Accredited facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized BOTA accredited certificate of completion
- Meals and coffees

**Other available BOTA Accredited Courses:**

[Customer Care and Relationship Skills, Effective Communication Skills, Supervisory and Management Skills, Leading Effective Teams,](#)