

EMOTIONAL INTELLIGENCE

Aim

This course aims to introduce Emotional Intelligence (E.I.) as a core set of skills that will benefit and promote all aspects of your day-to-day interactions, involvement and outlook. E.I. has a strong foundation in self-awareness allowing one to identify and develop internal traits and abilities to better one's interactions with others and build confidence and competence towards advancement of self both professionally and personally. A developed E.I allows one to maximize one's time and capacity in the work environment, identify the power of emotions, their limitations and their benefits towards achieving a mindset that is aware and thus focused, directed and thus solution orientated and positive and thus embracing of growth.

Objectives

- Understanding what emotions are and how they can be adapted towards progressive thinking and doing.
- Recognising which emotions are appropriate in the work environment and which emotions block insight, understanding and forward development
- Learning how to respond to challenges as opposed to simply reacting
- Gaining an understanding of one's own abilities and strengths so as to persist through shortcomings in one's professional and personal capacity
- Taking responsibility for one's own conduct
- Responding to change and identifying the benefits of things that are seen as "new and different"

Outcomes

- Gain insight into one's emotional self and how these emotions are often unconsciously used to either benefit or hinder one's growth professionally and personally
- Identifying and harnessing one's strengths to build up self-efficacy, rapport, understanding, resilience and assertiveness.
- Develop one's abilities for reflective thought which will lead to a healthier and more defined work ethic and encourage positive interactions with others.
- Gain confidence in the face of adversity, stress and change by recognising and thus utilizing one's internal set of coping skills.
- Develop a more positive mindset and healthier outlook

One Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information