

EMOTIONAL INTELLIGENCE

Non-Credit Bearing

“Unlock self-awareness, adaptability, and emotional control for success”

We often underestimate the powerful role that emotions play in our decision-making, relationships, and productivity. Whether we acknowledge it or not, our emotions influence how we perceive situations, interact with others, and respond to challenges. Developing emotional intelligence (EI) begins with self-awareness - recognising our own emotional responses and understanding their impact on both ourselves and those around us.

This course provides a foundational exploration of emotional intelligence, offering insight into how emotions shape our thoughts, behaviours and interactions. By learning to identify emotional triggers, regulate reactions and build empathy, participants will start on a journey toward greater self-awareness, emotional control, and meaningful connections. Whether in the workplace or in daily life, emotional intelligence allows us to engage more effectively, communicate with clarity, and navigate challenges with confidence.

This course is an ideal starting point for those looking to develop their emotional intelligence, paving the way for personal growth, stronger relationships, and more effective professional interactions.

WHO SHOULD ATTEND

- Individuals looking to develop self-awareness and emotional control
- Professionals seeking to improve workplace communication and collaboration
- Managers, team leaders, and customer-facing employees who want to enhance their emotional intelligence
- Anyone interested in personal growth and resilience-building

HOW YOU WILL BENEFIT

- Develop a deeper understanding of emotions and their impact on behaviour
- Strengthen self-awareness and self-regulation to manage reactions effectively
- Enhance your ability to recognise and respond to emotions in others
- Improve resilience and adaptability in challenging situations
- Build healthier relationships by applying empathy and active listening
- Cultivate a growth mindset for continuous learning and self-improvement

One-day course 08:30 - 16:00

Tel: (031) 267 1229

sales@kznbtcc.co.za / www.kznbusinessstraining.co.za

WHAT WILL BE COVERED

The foundations of emotional intelligence

- What is emotional intelligence, and why does it matter?
- The five domains of EI: self-awareness, self-regulation, motivation, empathy, and social skills
- The impact of low EI on workplace interactions and decision-making
- Emotional intelligence self-assessment to identify strengths and development areas

Developing self-awareness

- Understanding how emotions influence thoughts and behaviours
- Recognising emotional triggers and patterns
- The difference between your 'Real Self' and 'Ideal Self'
- Practical exercises to expand emotional awareness

Recognising emotions in others

- The role of empathy in professional and personal relationships
- Using empathy effectively in workplace communication

Self-regulation and emotional control

- Understanding Locus of Control and its impact on emotional resilience
- How to develop personal accountability and take responsibility for actions

Cultural intelligence and inclusivity

- What is cultural intelligence (CQ), and why is it important?
- Developing flexibility in thinking and behaviour, to work effectively with diverse teams
- How cultural intelligence enhances emotional intelligence in global workplaces

Resilience and adaptability

- Understanding the comfort zone and fear of change
- Strategies to overcome resistance and embrace change positively

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