

# EMOTIONAL INTELLIGENCE

## Self-Mastery and Interpersonal Skills

US 252031 / NQF Level 5 / Non-Credit Bearing

***“Emotional intelligence is the key to both personal and professional success.” – Daniel Goleman***

Emotional intelligence (EI) is far more than a 'nice-to-have' - it is an essential skill that underpins professional success, outstripping even technical expertise in predicting workplace effectiveness. This highly interactive course offers powerful insights and practical techniques to develop your emotional intelligence, transforming your interactions, boosting your self-awareness, and dramatically enhancing your ability to manage emotions constructively.

Participants will significantly improve their effectiveness both professionally and personally by managing emotions and interactions. They will become better leaders, collaborators and communicators - ultimately creating healthier, more productive workplaces and relationships.

Rather than merely learning theory, leave equipped to motivate yourself and others, handle conflict constructively, and promote environments where people thrive - transforming soft skills into tangible, organisational success.

*This course is complementary to our **Leadership in Action** and **Mastering Management Communication** courses, providing essential grounding for leaders aiming to positively and effectively influence their teams. Additionally, it complements our **Communicate and Collaborate** course by enhancing emotional maturity and professionalism through stronger self-management foundations.*

### **WHO SHOULD ATTEND**

- Managers at all organisational levels
- Customer service and frontline personnel
- Project teams and collaborative groups
- Individuals seeking personal and professional growth through enhanced interpersonal effectiveness

### **HOW YOU WILL BENEFIT**

- Deepen self-awareness, understanding your impact on others and their impact on you
- Manage emotions effectively, reducing stress and fostering emotional stability
- Strengthen your ability to build healthy, collaborative relationships at work
- Improve your emotional maturity in managing conflicts, disagreements and challenges
- Develop resilience, optimism, and confidence in navigating professional & personal difficulties
- Cultivate a positive attitude and proactive mindset toward your work and environment

*Two-day course 08:30 - 16:00*

*Tel: (031) 267 1229*

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## **WHAT WILL BE COVERED**

### **Laying the foundations: the essentials of Emotional Intelligence**

- Core principles and concepts of EI in professional and personal contexts
- Understanding emotional experiences and their profound impact on life and work

### **Unlocking self-awareness and emotional management**

- Exploring mindset - identifying how your beliefs about yourself and your thinking patterns influence motivation, growth and resilience
- Practical techniques for recognising and managing your emotional triggers
- Strategies to develop greater resilience and emotional stability

### **Building bridges: interpersonal skills**

- Effective communication strategies to overcome internal listening barriers
- Leveraging empathy as a critical skill for negotiation, conflict resolution, peer support, and influencing others
- The art of constructive feedback - giving, receiving and using feedback effectively

### **The EI advantage: impact and influence at work**

- Practical exploration of EI's role in fostering a positive, collaborative and productive work environment
- Real-world examples illustrating EI's impact on personal and team performance
- Embracing positivity - advantages of a positive attitude and cultivating a growth mindset

### **Evaluating and enhancing your Emotional Intelligence**

- Self-assessment techniques to identify EI strengths and areas for growth
- Personal development strategies to continuously enhance your emotional intelligence competencies

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