



Emotional Intelligence

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

To supply the learners with the necessary knowledge and confidence, regarding communicating in an emotionally intelligent manner. As well as assisting them in applying such principles to personal and work life. Studies show that individuals with increased emotional intelligence are four times more likely to succeed in life than their equal IQ counterparts.

This practical workshop makes the journey to a more emotionally intelligent state easier. This workshop is highly recommended for every person in business today. In our experience organisations that send full teams (especially management) on this training gain tremendous value from the experience.

What Others Had to Say About this Course...

"Very helpful and clear - opened my mind." ~ Sivuyile

Who Should Attend this Course?

This course will benefit all staff.

Outcome

The content of this workshop would be useful to all delegates who work with people in their place of employment. It is a powerful workshop that teaches us to analyse the relationship between emotional intelligence, self-awareness, and mindfulness, in relation to either leadership or self-mastery, or both. The outcome is that our communication becomes more authentic and honest, and we are better equipped to handle conflict, difficult situations and tough discussions.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252031	5	4	Apply the principles and concepts of emotional intelligence to the management of self and others

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 1-Day

Content

Topic	Details
Principles of Emotional Intelligence Explained	• An in depth understanding of what multiple intelligences, emotional intelligence and intelligence quotient are • The two pillars of emotional intelligence and its five domains
Principles of Emotional Intelligence in Practice	• How our EQ impacts on every aspect of our working and personal lives • What the principles are • How the principles are visible in our daily behaviour and communication
Assessment of Emotional Intelligence and Competence	• The methodologies used to assess this skill • What to measure and how? • An exercise in Self Analysis • The link between emotional intelligence and emotional competence is the self-motivation to apply the knowledge. Where can that motivation come from?
Personal and Interpersonal Competencies at Work	• Understanding each of these and how they interact • Emotional intelligence is not enough, the knowledge needs to translate to competencies- case studies to illustrate the difference
Knowing Ourselves	• Self-Knowledge and Self-Mastery is at the core of emotional intelligence • Exploring our strengths and weaknesses through a personality typing tool • Working with confidence, self-esteem, and locus of control in our daily lives
Addressing Competencies With the Tools at Our Disposal	• Numerous business tools, theories and practical's that improve our ability to do it better • Putting the reflective diary tool and polarity exercise into practice • Communication and Conflict Tool
Further Reading, Areas of Interest and The Case for Improved Emotional Competencies	• A host of further reading and case studies that all help to consolidate the learning of this soft skill

Afterburner Content (Optional add-on)

Topic	Details
Understanding Emotions and Emotional Intelligence	• Understand the crucial role of emotions in guiding survival behaviours and responses. • Learn Jaak Panksepp's seven primal emotional systems linked to brain functions and survival. • Recognise how excessive or insufficient emotional experiences can lead to mental health issues. • Explore the brain-gut axis to understand the link between emotional states and gut health, emphasising the importance of a healthy microbiome.
Key Concepts of Emotional Intelligence	• Develop self-awareness by recognising and understanding your emotions and their impact on others. • Practice self-regulation by managing your responses to emotions in a constructive manner. • Cultivate empathy by understanding and acknowledging others' emotions from their perspective. • Master relationship management by building trust and respect through effective interactions.
Using Emotional Intelligence in the Workplace	• Address cultural conflicts by applying self-regulation, empathy, and effective communication strategies. • Respond to changes in promotion criteria with self-awareness, self-regulation, and motivation. • Manage staff with different commuting challenges by demonstrating empathy and fairness. • Improve workplace dynamics by practicing active listening, managing stress, and focusing on positives.

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)