



Power Session: 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. Studies show that individuals with increased emotional intelligence are four times more likely to succeed in life than their equal IQ counterparts.

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 session 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: 2.5 Hours

Content

Topic	What You Will Learn
What is Emotional Intelligence?	• The two pillars of emotional intelligence and its five domains
Principles of Emotional Intelligence in Practice: Moving from Theory to Practice	• How the principles are visible in our daily behaviour and communication: - o Knowing self - o Managing your emotions - o Motivating yourself - o Having empathy - o Managing communication and relationships

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.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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