

Emotional Intelligence: The Foundation of Critical Skills

Learning format

Online webinar

Course date/duration

Tuesday, 9th November, 2021
10am – 4pm (1 hour lunch)

What do you get?

Certificate of Attendance

Course overview

How much of an impact does emotional intelligence have on your professional success? The short answer is a lot! It is a powerful way to focus your energy in one direction with a tremendous result. Your emotional intelligence is the foundation for a host of critical skills; it impacts almost everything you do and say each day including:

- Teamwork
- Communication
- Customer Service
- Decision making
- Time management
- Change tolerance
- Stress tolerance
- Empathy
- Social skills
- Assertiveness
- Trust
- Anger management
- Presentation skills
- Accountability
- Flexibility

Come on a journey with us to explore the 5 key pillars of emotional intelligence and what it takes to be successful in today's world at work. Using real-world examples and interactive activities to bring the training to life you will leave the session ready to put new skills into practice.

Who would this benefit?

Anyone who wants to learn about themselves and their behaviour including customer assistants, sales teams, leaders, and managers.

Objectives

By the end of this course, participants will:

- Understand the benefits of increased Emotional Intelligence
- Know and understand their personal EI profile strengths
- Understand the power of the mind, beliefs and behaviour
- Know how their self-talk leads to their future
- Have an action plan to use the very next day at work

All Workshops are facilitated by an experienced subject expert, rich in content and designed to be insightful and inspiring.

There will be a mix of individual and group work as well as practical case studies to bring the learning to life. All participants will leave with their action plans that they can implement the very next day at work

Content

- Emotional Intelligence (E.I.) defined
- Multiple Intelligence Theory
- Your E.I. Test
- The 5 Competencies of E.I.
- The divisions of the Mind
- The Amygdala & Stress
- Self-limiting beliefs
- The Self-Talk Cycle
- Reflective Learning & Action Planning

Price

The price of this course is £145.00 + VAT per person.

To book your place please complete the attached form and email to training@eda.co.uk.