

Developing your Emotional Intelligence

2 Days

BGEI

OVERVIEW

Participants will be introduced to the concept of emotional intelligence and the 5 key competences. They will also be invited to review their own situation based on self-assessment.

Participants will also get a chance to explore how do the 6 major emotions work and the link between trigger, emotion and behaviour. Finally they will be working on developing their emotional awareness: linking emotion and needs and sharing and expressing emotional feelings.

DESIGNED FOR

Staff at any level.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Understand the principle of emotional intelligence in the workplace.
- Better understand themselves in order to develop emotional intelligence.
- Appreciate how emotions work.
- Express and share emotional feelings.

TOPICS COVERED

Define the Competences of Emotional Intelligence

- Identify and Provide Evidence of Emotional Competences

Better Self-Awareness about Emotions

- Self-Assessment and Analysis

Understand how Emotions Work

- The 6 Key Emotions,
- From Trigger to Adapting Behaviour

Develop your Emotional Awareness

- Explore your Emotions and Relate them to your Needs
- Presentation of the Non-Violent Communication Tool
- Mini Role Plays

EXTRA NOTES

An equivalent course is available in Arabic and French. Please call us for details.