

MANAGEMENT DEVELOPMENT PROGRAMMES

PERSONAL DEVELOPMENT

Course Title	: EMOTIONAL INTELLIGENCE
Course Code	: PD: EI
Course Overview	: Today, the modern manager must fulfil a multimedia of roles. As well as having the technical expertise in their field, the manager must have distinct personal qualities such as initiative, empathy, adaptability and persuasiveness which, in turn, are based on self-awareness, self-control and self-motivation. These are the skills of Emotional Intelligence (EQ) – the ability to recognise and regulate one’s own feelings, be sensitive to the feelings and emotions of others, and to use feelings to guide individuals.
Target Audience	: Anyone with management responsibilities who wishes to develop skills in handling the emotional aspects of interpersonal relationships and the motivation of others.
Selected Session Topics	: <ul style="list-style-type: none"> - Understanding emotions <ul style="list-style-type: none"> • What is emotion and where does emotion come from? • Difference between emotions and feelings • What exactly is emotional intelligence? • Role of emotions and feelings in decision-making • How to manage one’s internal states, impulses and resources - Personal Competencies <ul style="list-style-type: none"> • Identifying and assessing the personal competencies of EQ • Cultivating self-awareness and the ability to control our own feelings • How to have a flexible and adaptive approach to change - Skills Development <ul style="list-style-type: none"> • The social skills of influence, communication and conflict management • Building trust and commitment by emotional allegiance • The art of non-judgemental and reflective listening
Key Take-Away	: <ul style="list-style-type: none"> - Have a clear insight into the cause and effect of emotions, the distinction between emotion and feelings and how both can be harnessed to enhance management and leadership capacities. - Have a better understanding of the 5 elements of emotional intelligence and related skills. - Ability to see and know where emotional intelligence fit as the ‘missing link’ in management effectiveness. - Know how to control and direct emotion towards the achievement of specific goals. - Ability to see how social competencies are influenced by the ability to manage emotional states.

