

Organisations increasingly understand that success is not just about recruiting and developing technical and intellectual ability, but also about intra-personal (self-skills) and interpersonal skills.(others-skills).These two skill sets make up what is known as emotional intelligence

Emotional intelligence has been defined as “the capacity for recognising our own feelings and those of others, for motivating ourselves, for managing emotions well in ourselves and in our relationships.”

The business case for developing an emotionally intelligent organisation has been well proved. Just two of many studies show that after supervisors in a manufacturing plant received training in emotional competencies such as how to listen better and help employees resolve problems on their own, lost-time accidents were reduced by 50 percent, formal grievances were reduced from an average of 15 per year to 3 per year, and the plant exceeded productivity goals by \$250,000).

In another manufacturing plant where supervisors received similar training, production increased 17%. There was no such increase in production for a group of matched supervisors who were not trained

- **This workshop is designed for middle and senior managers as well as fast-tracked frontline managers.**
- **One or two day versions. The two day version of this workshop has greater scope and depth.**
- **Includes supply of emotional intelligence assessments. The implications of the assessments will be discussed as a part of the workshop**
- **This workshop is highly interactive, has role playing, discussion, video, assessments, templates with high take home value**
- **Each participant receives a comprehensive manual of our normal highest quality material**

The program

There are **5 aspects of emotional intelligence** that we cover in this workshop. These emotional intelligences include 24 emotional competencies. We cover all 24 competencies outlined and give ways of developing them.

Self Awareness

- Knowing one’s internal preferences, resources and intuitions.
- Self awareness has 3 main competencies – emotional awareness, accurate self-assessment and self-confidence

Self-Regulation

- Managing one’s internal states.
- Self regulation has 5 main competencies – self control, trustworthiness, conscientiousness, adaptability and innovation

Motivation

- Emotional tendencies that facilitate reaching goals.
- Motivation has 4 main competencies – achievement drive, commitment, initiative and optimism

Empathy

- Awareness of others’ feelings and needs.
- Empathy has 4 main competencies – understanding others, developing others, service orientation and political awareness.

Social Skills

- Adeptness at inducing desirable responses in others.
- Social Skills has 8 main competencies – Influence, Communication, Conflict Management, Leadership, Change Catalyst, Building Bonds, Collaboration and Team capabilities