

Emotional Intelligence

Duration: 1 day

Introduction to EI

- What is EI?
- What constitutes the EI framework?
- What are EI competencies?

Self-Awareness

- What is emotion?
- What are we emotional?
- How does “Emotional Hijacking” take place?
- How does the brain process emotions?
- How does the brain perceive the world?

Self-Management

- How to take advantage of the power of optimism
- How to manage your anger effectively
- How to control your worry

Self-Motivation

- How to motivate yourself
- How to avoid apathy
- How to be creative

Empathy

- How to have empathic communication with others
- What is the physiology of empathic communication?

Social Awareness

- How to have effective group interactions
- How to listen positively
- What are the “Negative Listening Types”?
- How to raise your social awareness through listening

Relationship Management

- What are the “Six Human Needs”?
- How to recognise others’ needs and desires
- How to categorise people based on their needs to make useful conclusions on follow up actions