

# Emotional Intelligence

<b>Training Course</b>	<b>Emotional Intelligence</b>
<b>Course Language</b>	<b>English</b>
<b>Course Duration</b>	Total Number of hours: 18
<b>Course Objectives</b>	<p>Picture a manager who never loses his/her temper no matter what situation he/she is facing. Think of someone who you like to talk to, respect their opinion and admire their calm approach to life. This person has high levels of Emotional Intelligence (EI). This individual knows how to manage his/her emotions and regulate the emotions of others. People with high EI (whatever role they perform) can positively engage and involve others by successfully tuning into their behaviors, feelings and thinking. If you are a manager (leader), EI can be a very useful tool for getting the best out of your team, colleagues, students and friends. Through utilization of EI tools, you not only become a better manager but you can also become a better human being.</p>
<b>Course Content</b>	<ul style="list-style-type: none"> <li>-Levels of Emotional Intelligence</li> <li>-Regulating emotions of others</li> <li>-Programming the brain</li> <li>-Understanding emotional disconnection</li> <li>-Emotional self-awareness</li> <li>-Emotionally intelligent communication</li> <li>-Creating emotionally balanced teams</li> <li>-Emotional commitment cycle</li> <li>-Conflict handling through emotions control</li> <li>-Positive utilization of body language</li> </ul>

At the end of the program the trainees will be able to:

**Learning Outcomes**

- Utilize emotionality as an effective team building tool.**
- Improve decision-making by being more rational than emotional.
  - Foster motivation through positive mental energy.
  - Use communication for creating positive emotionality cycles.
  - Manage emotions of others for optimal performance.
  - Utilize body language for effective communication.
  - Reduce conflict through management of strong emotions.
  - Improve quality of life through realizing of your emotional strengths and weaknesses.

**Target Audience**

This is a general workshop which should be useful for anyone who wants to utilize or apply emotional intelligence purposefully. More specifically, this workshop will be very beneficial for senior and middle level managers who are leading a group of individuals within an organization.

**Course Material /Technology used/ Details Relevant to the course.**

Blended training methods will include:

- Explanations
- Demonstrations
- Asking questions and discussions
- Practical actions to include Mini cases, Role play, Team activities, Brainstorming and Visual critical thinking using LEGO serious play.