SQT

TRAINING THAT DEVELOPS *REAL* CAPABILITY

Emotional Intelligence & its Role in Managing Effectively

LSS003

Emotional Intelligence & its Role in Managing Effectively

With ever increasing competition in the business community and increased pressure to stand out from the crowd, it is now firmly accepted that it is important for individuals, managers and leaders to build and develop their emotional intelligence capabilities.

We all have different personalities, different wants and needs, and naturally different ways of showing emotions. Navigating through all this takes tact and cleverness, **especially if one hopes to succeed in life and in business**. This is where emotional intelligence becomes really important.

Why?

The ability to manage people and relationships is very important in all leaders, so developing and using emotional intelligence is key to achieving personal, group and overall company goals.

Comparing IQ with EI

IQ (Intelligence Quotient) is a measure of an individual's intellectual, analytical, logical and rational abilities, it's concerned with verbal, spatial, visual and mathematical skills. If you have a high IQ, you'll do well in all sorts of tests. However Emotional intelligence is what gives people the edge, it's your ability to interact and get along with others; the ability to clearly express your thoughts and feelings, stand your ground and defend a position; the ability to adjust your feelings, thoughts and actions to changing conditions; the ability to define problems, then move to generate and implement effective, appropriate solutions while bringing people with you. Emotional Intelligence is made up of short-term, tactical, dynamic skills that can be brought into play as the situation warrants.

This course will help you to understand all aspects of EI, as well as show you how the individual building blocks of emotional intelligence can be developed and improved through training and experience.

Having completed the EI questionnaire prior to the course, you will receive on the day, a comprehensive report that will allow you to understand your strengths and see the areas where small changes in focus, reaction and communication, could bring big changes in how you manage yourself, others and get the job done. As the day progresses you will construct an action plan tailored specifically for your needs.

Duration & Price

Duration: 1 day
Delivery mode: This programme is available In-Company

Dates & Locations

In-Company training programmes are customised for your organisations specific needs. Most In-Company training is now delivered virtually.

In-Company Training

Please contact us for more information on our In-Company training options

What's covered?

- Introduction to Emotional Intelligence
    - Origins and Key concepts of EI
    - The benefits of emotional intelligence in your personal and professional life
    - The keys to emotional intelligence success
    - Understanding the EQ-I Competency Framework
    - The business case for emotional intelligence and why it is so vitally important
- Understanding your BarOn Emotional Quotient inventory report
    - Personal awareness
    - Personal regulation
    - Stress Management and Adaptability
    - Self motivation
- Developing your emotional intelligence in specific targeted areas.
- Creating an EI action plan for personal/professional development

Who should participate?

This one day course is intended for all individuals in a supervisory or management position who understand or wish to understand, the importance of becoming an “Emotionally Intelligent” manager of people.

What will I learn?

Participants achieve the following learning outcomes from the programme;

- Establish the business case for emotional intelligence and how it can help manage staff and company goals.
- Develop emotional awareness in targeted areas and improve weaker areas
- Manage tension and increase comfort with challenging situations
- Learn how to build the capacity to adapt to changing requirements by clients/managers
- Learn how to develop excellent communications skills both on an intra and inter personal level
- Understand how the emotionally intelligent manager matches the mood to the moment

Tutors

Shane Donohoe
View Profile

What Our Learners Say

We believe in excellence through transparency and continuous improvement. That's why we invite all our delegates to share their experiences on CourseCheck.com, an independent platform dedicated to genuine, unfiltered feedback. Learner insights help us not only to enhance our training programmes but also empower potential learners to make informed decisions. Click on the link below to read firsthand experiences and testimonials from past learners.

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SQT TRAINING THAT DEVELOPS *REAL* CAPABILITY

SQT provide a unique combination of high quality, accredited, practical training delivered by leading industry experts and supported by the most up to date learning technology and tools

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- Join our Lean Six Sigma Network
- Continual Process Improvement
- Project & Programme Management

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- Health & Safety
- Food Safety
- Life Sciences
- Laboratory
- Integrated Management Systems

LEADERSHIP & PERSONAL DEVELOPMENT

- Leadership & Personal Development
- Train the Trainer

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