



EMOTIONAL INTELLIGENCE COURSE

"Emotional intelligence is the key to a successful and fulfilling life" - Daniel Goleman

Emotional Intelligence Skills is an essential training course that helps develop a range of skills to better understand and manage emotions. The training course emphasizes understanding self-awareness, self-regulation, empathy, assertiveness, decision-making, and social skills. Through interactive sessions and practical assessments, participants will learn how to identify, assess, and effectively manage their own emotions and those of others. Participants will be able to reflect on how their emotions can affect their behaviour and relationships, while also learning how to communicate effectively in emotionally challenging situations. By completing this course, participants will become more emotionally aware and able to self-manage more effectively in their professional and personal lives.

Key Course Content:

- Add value to their clients
- Implement CRM Strategies to develop long term relationships
- Use EI to be an outstanding coach and leader
- Manage their EI to enhance their performance levels
- Develop strategies to cope with divergence
- Break down the communication silos
- Resolve situations of potential workplace conflict
- Establish a culture of continuously looking at ways to build relationships with key stakeholders
- Create a positive and productive organisational culture



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.

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