

# EMOTIONAL INTELLIGENCE FOR CHALLENGING SITUATIONS IN LG

Develop a proven methodology to help you **“RESPOND”** rather than **“REACT”**

By tapping into Emotional Intelligence, participants can learn how to manage their reactions. It's easy to fly off the handle but this course helps participants to be emotionally smarter in challenging situations. Instead of “locking horns” participants will learn a proven method to achieve better outcomes and keep safe.

## At a glance your course covers:

- What is Emotional Intelligence: different models analysis.
- Core competencies: self-management; self-awareness; self-regulation; self-motivation and empathy
- Role of EI at work — social skills; making an impact; creating a powerful first impression; assessing a situation
- How to accurately perceive and interpret emotions
- Understand different emotions and manage them in the workplace
- Use emotions to facilitate thinking and break through roadblocks
- Understand emotional meanings
- Verbal and non-verbal communication
- Disagreeing constructively
- Calibrating levels of EI in Council



## KEY LEARNING OUTCOMES

At the conclusion of this course participants will be able to:

- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
- Use the concepts and techniques in the workplace
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
- Relate with others in a non-verbal manner
- Examine, interpret and manage emotions.
- Use tools to regulate and gain control of one's own emotions
- Illustrate emotions using the right language
- Effectively impact others

*“No doubt emotional intelligence is more rare than book smarts, but my experience says it is actually more important in the making of a leader. You just can't ignore it.”*

— Jack Welsh

## NUTS AND BOLTS

### Guidelines

- **Group Size:** An ideal group size is 4–10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Cost:** Upon request.
- **Target Audience:** LG Employees who interact with internal or external difficult people.

### Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

## PREFERRED TRAINING NETWORKS

Ph: 1300 323 752 email: [mail@preftrain.com.au](mailto:mail@preftrain.com.au) Web: [www.preftrain.com.au](http://www.preftrain.com.au)



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