

## Overview

It is now accepted that technical ability alone is not enough to be successful in today's competitive business climate.

To be able to interact with others, make decisions, take optimal actions in solving problems, and cope with change or challenges demands something more.

This something more is Emotional Intelligence and it is as important as general intelligence, particularly in a management or team leader role.

This practical course will provide attendees with strategies and techniques to help them increase their Emotional Intelligence and as a result, become more effective in the workplace. During the day attendees will practice skills that can be applied immediately after the course.

The course will use the Bar-On EQ-i Framework as a platform to explain Emotional Intelligence and focus on specific EI competencies particular to the workplace.

## Who Should Attend

Managers, team leaders or anyone who wishes to improve their self-management and interpersonal skills in order to be more effective in the workplace.

## Attendees Will Learn

- How to be more effective in the workplace
- How to deal with the daily challenges of their profession
- How to be better communicators and motivate others
- How to achieve better performance from themselves and their staff
  - An understanding of their EI strengths and development needs

## Content

### Introduction

- What Emotional Intelligence Is And Is Not
- An Emotional Intelligence Framework
- Why Emotional Intelligence Matters In Work

### Understanding Ourselves and Our Motivators

- Recognising & Understanding Our Emotions
- How To Be Assertive With Integrity
- The Importance of Self-Regard

### Understanding And Working With Others

- Human Communication Fundamentals
- Empathy for Improved Communication
- Managing Interpersonal Relationships
- Team Differences and Engagement

### Self Management Techniques

- Creative Problem-Solving
- Being Flexible to Change
- Managing Stress and Impulse

Duration	2 Days
Fee	£625 € 920
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs