

Overview

It is now accepted that technical ability or professional knowledge 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.

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 their work.

During the course attendees will practice skills that can be applied immediately after the course.

The course will use the EQ-i 2.0 Framework as a platform to explain Emotional Intelligence and focus on relevant EI competencies.

Who Should Attend

- Managers or supervisors responsible for team success.
- Sales professionals or those involved in customer relationships.
 - Those wanting to improve their professional performance

Attendees Will Learn

- How to manage the daily challenges of their professional roles.
 - How to be better communicators and engage others.
- How to increase performance from themselves or colleagues.
 - 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
- Developing Assertiveness
- The Importance of Self-Regard
- Goal Achievement and Independence

Understanding And Working With Others

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

Self Management Techniques

- Being Flexible to Change
- Managing Stress and Impulse
- Using Increased Awareness

Post Course Optional Assessment

Following the course participants can take an on-line EI Assessment and receive their individual and confidential EI Report (EQ-I 2.0). This is followed up by 1-2-1 feedback from the course trainer (a fully qualified EQ-i Assessor) on the outcomes of the report, its application to the individual's current work and suggested strengths and development opportunities.

The Emotional Intelligence Assessment element (which is optional) will provide participants with a measurement of their current strengths and development needs in relation to the following EI components:

- Self-Regard, Self-Awareness, Assertiveness and Independence
- Empathy, Social Responsibility, and Interpersonal Relationship Management
- Stress Tolerance and Impulse Control
- Flexibility, Reality Testing and Problem Solving
- Optimism and Happiness

Duration	2 Days
Fee	£750 € 920
Dates & Location	beckinridge.com/schedule
On-Site Courses	Contact us to have this course delivered on-site or tailored to your needs

Includes Free Emotional Intelligence Assessment

Participants on this course are entitled to an optional free EQ-i Assessment which normally costs €320 / £270 per person



EQ-i 2.0®
assess. predict. perform.