

EMOTIONAL INTELLIGENCE



Introduction

Emotional intelligence is one of the biggest predictors of performance in the workplace and a strong driver of leadership and personal excellence. It is the ability to identify and manage own emotions and recognise the emotions of others. It's a critical factor in personal and professional success.

"In a study of skills that distinguish star performers in every field from entry-level jobs to executive positions, the single most important factor was not IQ, advanced degrees, or technical experience, it was EQ. Of the competencies required for excellent in performance in the job studies, 67% were emotional competencies." — *Daniel Goleman*



Course Outcomes

Delegates will have a better understanding of:

- Emotional intelligence as a driver of leadership and personal excellence
- The importance of self-awareness as a building block for emotional intelligence
- The skill attributes required for self-management
- Empathy, organisational awareness and service orientation as key components of social awareness
- Effective social or people skills to improve working relationships and boost productivity
- Insight into own development areas and strengths

Booking

Please contact Melody Maddocks or Janine Roper.

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Target Audience

Individuals at all levels who want to understand and develop their emotional intelligence skills, highly recommended for team leaders, supervisors and managers.

Course Duration

1 day

Course Fee

R 1,250 VAT Incl.

R 750 (WHC Divisions)

Venue

1st Floor Training Room, Wits Health Consortium (Pty) Ltd

8 Blackwood Avenue, Parktown, 2193

Special requests will be considered, subject to viability.