Skills
Course

EMOTIONAL INTELLIGENCE

R 1,300 incl VAT (Non-WHC) **R 840 excl VAT (WHC)** Discounts apply to groups	**Classroom based** (available online from April 2021)	**1 day**

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.

The course has 5 modules including a "Test your knowledge" at the end of each module:

- Introduction
- Module 1: Emotions Drive Behaviour
- Module 2: The Amygdala
- Module 3: EQ Self-Assessment
- Module 4: The Five Dimensions of Emotional Intelligence
- Module 5: The EI/EQ Journey Forward

At the end of this course learners 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.

At the end of this course, learners will be expected to complete a final assessment:

- There are 50 multiple choice questions
- The pass mark is 70%
- Learners have unlimited attempts.
- A certificate will be issued on passing the assessment

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

"Between stimulus and response, there is a space. In that space lies our freedom and power to choose our response. In our response lies our growth and freedom." – Viktor E. Frankl

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