

Developing Emotionally Intelligent Management and Leadership Skills Training

Description

Introduction

Emotionally intelligent management embraces and draws from numerous other branches of behavioural, emotional and communications strategies to develop more productive and successful leaders. Understanding and raising your Emotional Intelligence is essential to your success and leadership potential. In this programme, delegates learn how to:

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- Develop the ability to sense, understand and effectively apply emotions as a source of leadership, communication and influence
- Gain insights into perceptions and its importance in the workplace
- Understand how EQ influences the way they respond to others and themselves
- Discover how to apply EQ in the workplace for building teamwork and accountable leadership

objectives

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one’s moods, emotions and drives as well as their impact on others
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
- Develop interpersonal skills which indicate the individual’s proficiency in managing relationships and building networks
- Develop skills in responding to criticisms & adversity
- Leadership strategies for working with others towards shared goals

Contents

Day One

What is Emotional Intelligence

- What is Emotional Intelligence Quotient (EQ)

- Intrapersonal & Interpersonal skills
- Emotional Intelligence in the workplace
- Your emotional intelligence style
- Emotional Intelligence for Innovative Teamwork
- Removing blocks to innovative teamwork through EQ
- Developing self-awareness for teamwork

Day Two

Develop your emotional skills

- Understanding EQ personal competencies
- Recognizing one's emotions and their effects
- Accurate self-assessment for personal transformation
- Knowing one's strengths & weaknesses
- Self-confidence: a strong sense of one's worth and capabilities
- Managing ones' internal states, impulses and resources
- Developing trustworthiness for corporate transformation

Day Three

Applying your emotional skills

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- Becoming aware of your emotional expressions
- Emotions and decision making
- Idea generation and problem solving
- Develop your emotional imagination
- Getting things done through people
- Managing anger at work

Day Four

Emotionally intelligent manager

- Building effective teams
- Listening openly and sending convincing messages
- Negotiating and resolving disagreements
- Inspiring and guiding individuals & teams
- Instituting and managing change
- Nurturing relationships
- Creating synergy in teams

Day Five

Leadership strategies

- Assessing your leadership style
- Accountable Leadership for managing performance
- Value-based leadership to manage people

- Working with others towards shared goals
- From delegation to empowerment
- Managing emotional stress

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