Emotional Intelligence & Team!

Course Duration: 2-day; Instructor-led
Time Schedule: 9am-5pm
Lunch: 1:00pm- 2:00pm
Morning Tea-break: 10:30am-10:45am
Afternoon Tea-break: 3:30pm -3:45pm

> "It is only with the heart, that one can see rightly.
> What is essential is invisible to the eye."
>
> - Antoine de Saint-Exupery
> From The Little Prince

PROGRAM OBJECTIVES

Emotional intelligence is the ability to understand one's own feelings and emotions and expressing them effectively in real life. Getting skillful in the language of emotions can help us guide our behaviors and influence others in relationships and at work. The resulting outcome empowers the mind and makes us and people around us happy and content. Like IQ, emotional intelligence varies from person to person. While some may be gifted in understanding and dealing with people, others can learn what it means to be well-balanced and empathetic and apply this understanding towards better results in life.

This unique 2-day, activity driven program teaches skills that boost personal productivity and relationship building through increased understanding and effective implementation of emotional intelligence and its core components. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits with teams. You will have the ability to create the most rewarding results when dealing with situations and emotions at every given opportunity.

Emotional Intelligence & Team! focuses on the following areas:
- Empathy
- Motivation
- Self-awareness
- Self-regulation
- Social skills

LEARNING OUTCOMES

After completing the training, you should be able to:

- Actively listen to others
- Control one's thoughts and feelings

- Effectively manage emotions and express them in a professional and acceptable manner
- Give and receive feedback positively and benefit from it
- Recognize own emotions and relate to others more effectively

METHODOLOGY
To change your direction, shift your thinking.

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

FRAMEWORK AND IMPLEMENTATION
Our unique experiential framework and implementation empowers you to:

- Become more effective in communication
- Eliminate anxiety and fear of rejection
- Forgive, forget and move on rationally
- Gain better self-management and self-awareness
- Handling difficult scenarios with teams
- Have better control over your actions and emotions
- Influence people in teams
- Initiate meaningful conversations
- Listen generously and question skillfully
- Master the art of self-management
- Relate to team members effectively
- Transform your social skills towards better productivity

COURSE CONTENTS

Day 1:

Module 1: Self Awareness
- Understanding behavior
- Barriers to EQ
- The world of emotions
- Daniel Goleman's EQ Model
- Self-awareness assessment

Module 2: Self Management
- Resilience
- Reframing
- Benefits of reframing
- Unfreeze, Change and Refreeze
- Reframing tools and applications

Module 3: Principles Of Influence And Motivation
- Reciprocity
- Scarcity
- Authority
- Consistency
- Liking
- Social proof

Module 4: Empathy
- Definition of empathy
- Cognitive empathy
- Emotional empathy
- Compassionate empathy
- Recognize, Connect and Act

Day 2:

Module 5: Social Skills – Interpersonal Communication
- Building credibility
- The 4 Quadrants
- Our communication style
- Other styles
- Shifting into positive action

Module 6: Social Skills – Key Pillars In Communication
- Discovery questioning
- 6 types of questioning
- 3 techniques in discovery questioning
- Active listening
- 6 techniques in active listening

Module 7: Art Of Feedback
- What is feedback
- Giving and receiving feedback
- Feedback models
- Feedback in coaching
- Feedback scenarios

Module 8: Team Management
- Team Development Model
- Forming
- Storming
- Norming
- Performing