



## EMOTIONAL INTELLIGENCE COURSE

### COURSE OBJECTIVES

Boleng Consults' emotional intelligence course is a life-changing programme that can have a tremendous impact on the success and effectiveness of your work life, career, and home life.

**Emotional Intelligence** is the single most important indicator in producing people who are able to work effectively in organizations at the highest levels. Longer term sustainability, requires that people go beyond I.Q. and develop their full E.Q.

This course is an invitation to go on a journey of self-awareness and develop effective and professional interpersonal skills. Furthermore the course helps you understand and manage your negative emotions and increase your resilience. In fact it is known that it is not the hardest working or most intelligent people who succeed, but people who have high levels of emotional intelligence and who are able to illicit the cooperation of their colleagues and lead and motivate teams of people.

EQ explains why some people excel while others who appear to have similar capabilities lag behind. This course will contribute to both personal excellence and greater leadership capabilities. We explore the solidity of our self confidence and the way in which it supports our sense of competence, capability and ability to win out in changing or adverse situations.

The course helps delegates develop a range of tools and techniques for building their emotional intelligence for an effective and successful life.

### COURSE OUTLINE



#### Module 1: Emotional Intelligence and Self-awareness

- Self-awareness and Mindfulness
- Emotional Intelligence Core competencies
- Johari's window
- Enneagram Personality Test
- Locus of Control
- Being a victim or being empowered

#### Module 2: Interpersonal Skills and Communication

- Developing polished interpersonal skills with staff and colleagues
- Listening Skills
- Getting along with my manager
- Transactional Analysis
- Deal with tension and conflict more constructively
- Conflict Management techniques
- Learn how to give honest and candid feedback appropriately
- Learn to receive negative feedback constructively
- Good interpersonal behaviors
- How to work well with people
- The iceberg model – the Enneagram compulsions
- Communicating assertively
- Assertiveness techniques
- Assertiveness test
- Dealing with aggressive people in the workplace
- Showing appreciation

#### Module 3: Self-regulation: managing negative emotions

- The skills of self-regulation
- The skill of shifting focus and attention

- Recognising negative emotions & their negative impact
- Temper negative responses
- Techniques for managing and controlling one's negative emotions
- Managing anger – the Amygdala hijack
- Learn how to work more effectively with difficult people
- The ability to heal – the healing process
- Finding the gift in difficult times
- Managing stress

#### Module 4: Developing a positive emotional focus

- Gratitude
- Counting your blessings
- Making a daily choice to be happy
- The law of positive attraction
- Learn how to channel energy and enthusiasm to motivate
- Developing empathy
- Empathy in the workplace
- Emotional Intelligence Test

#### Module 5: Self Confidence and Resilience

- Appreciating yourself
- Building self-confidence
- Resilience: Bouncing back quickly after a setback
- Resilience and determination

#### Module 6: My Purpose and Goal Setting

- Identifying my soul purpose or life purpose
- Reflections on my talents, gifts and core genius
- Motivation, passion, and energy
- Life Balance – developing a balance to manage stress
- Setting long term goals and objectives
- Implementing goals
- Considerations, fears & roadblocks
- Developing an orientation for taking action
- Spiritual & emotional intelligence