

## EMOTIONAL INTELLIGENCE

### WHAT IT IS AND HOW TO USE IT!

- Who for?:** Designed for anyone who needs to work effectively with others to achieve results.
- Purpose:** To help you understand and apply the concepts of emotional intelligence and improve your performance when working with others.
- Outcomes:** A person's mental and physical skills tell you what they can do, their level of Emotional intelligence tells you what they will do. Conventional wisdom has often seen emotions as a sign of weakness. Emotions are not a weakness but an essential part of our success. They are us, our motivation, our reasons, our energy. Emotion is vital. Understanding emotional drivers, controlling and working with them, will make a huge difference to your personal performance.
- You will learn to:**
- Increase your understanding and practice working with E.I.
  - Increase self-awareness of the 'enablers', 'constrainers' and 'drivers' of personal performance
  - Construct a personal 'map' of your emotional intelligence
  - Work with a practical model of EI in a team setting
  - Acquire tools and techniques to further develop elements of your E.I.
  - Enhance your skills of giving and receiving feedback
  - Apply the principles of EI to understanding your organisational culture