

BUILDING PRODUCTIVE RELATIONSHIPS WITH EMOTIONAL INTELLIGENCE

Indicative Content – content is delivered through experiential activities with expert facilitation to help participants explore personal insights and reflect, practice and develop skills in a safe learning environment. A focus on real-life application creates understanding and results in behaviour change which participants can truly own.

Module 1 Introduction	Developing Emotional Intelligence			
	Module 2 Self-Expression	Module 3 Self-Perception	Module 4 Interpersonal Skills	Module 5 Stress Management
<ul style="list-style-type: none"> • Creating an Emotional Awareness Log • Appreciative Feedback • Understanding EQi competencies 	<ul style="list-style-type: none"> • Growth Mindset • Emotional Self-Awareness • Understanding your Hot Buttons & Triggers 	<ul style="list-style-type: none"> • Behavioural Styles Inventory Self-Assessment • Understanding Assertiveness and Empathy 	<ul style="list-style-type: none"> • Transactional Analysis • Problem Solving with DeBono's 6 Thinking Hats 	<ul style="list-style-type: none"> • The Comfort, Stretch, Stress Model • Developing Flexibility

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Programme Outcomes

As participants, you will be able to:

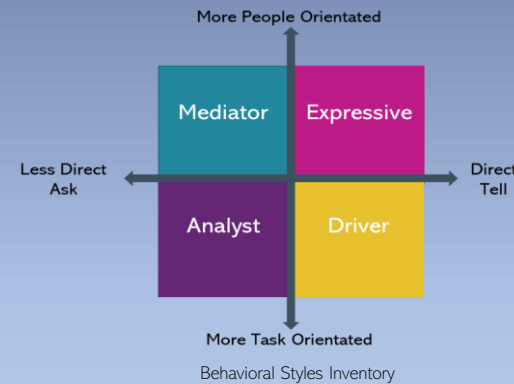
1. Clearly understand the impact of interpersonal relationships
2. Describe Emotional Intelligence and know when you see, feel, hear and experience it
3. Understand EI as a critical success factor for your organisation and how it links with project, matrix and team management
4. Understand your own EI using the EQi diagnostic tool, and its impact on others
5. Practice skills to develop your EI and self-management
6. Use EI to develop productive interpersonal relationships engaging others going forward
7. Focus to create your own development plan



EQi Competencies Wheel



Growth Mindset



Comfort, Stretch, Stress Model

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