

Emotional Intelligence: Developing an Emotionally Intelligent Workforce

Develop the foundations to be able to deal with any personality or situation by understanding how we react to each other on an emotional level.

Overview

Having a high level of Emotional Intelligence gives you the ability to assess situations and react accordingly. Developing skills in this area enables you to understand other people's point of view, show empathy and effectively manage situations to achieve the best possible outcomes. It can help develop strong working relationships and allow you to deal with challenging behaviours effectively.

Emotional Intelligence training helps you develop the skills required to work effectively as a team and understand how to convey your ideas and opinions to colleagues in a confident and concise manner.

Key Outcomes

- Understand what Emotional Intelligence (EI) is
- Explore the 'Building Blocks' of EI and their roles in the workplace
- Help build self-awareness in each participant: allow time for reflection on current levels of EI and identify areas for self-development
- Take the skills learnt back to the workplace and build stronger team relationships

Course Outline

The Building Blocks

- Explore the 'Building Blocks' of EI: self-awareness; self-management; social awareness; relationship management
- Look at each 'Building Block' in detail and explore how they manifest themselves in practice

Practical Understanding

- Individual and group exercises to explore EI and how it can affect working relationships

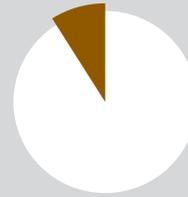
Reflect

- Time for reflection on our current individual skills regarding the EI 'Building Blocks' and how we can develop these skills further

enableeast
making improvements actually happen

This is a completely bespoke course: our trainer will work with you prior to the training to thoroughly understand your organisation and particular issues and develop the course content to match your specific requirements.

This training course is perfect for using in conjunction with some of our other half day courses such as Human Dimensions of Change.



90%
of the
difference...

...between
star
performers
and
average
performers...



...is attributed to their
Emo
Intelligence

Key Points

- Half Day Course
- Our trainer is an experienced clinician able to tailor delivery specifically to a clinical team context
- Contact Enable East on 01206 287543 or email enableeast@enableeast.org.uk