

Fundamentals of Emotional Intelligence

In this two-day workshop you will learn how to do all this and more:

- Understand the real power of emotions: Rather than ‘fight’ or ignore emotions, you can use them to your advantage. I will show you the rules of emotions and how they can be your friend, not your enemy.
- Strengthen self-awareness: How you think and feel influences all of your decisions and actions. Not paying attention to this strong connection will put you in situations where you are not responding in your best interests. I will show you how to tune in quickly to the wisdom of your emotions so you can choose the most appropriate response to a situation.
- Manage your emotions: Your credibility is linked to how you manage yourself and maintain composure in challenging situations. Think of those moments where you wished you hadn’t said or done something. I will show you how to work with your emotions so you can achieve self-control and be happy with the outcome.
- Establish the right focus: Where you focus your thoughts, is where you will go. Don’t get overwhelmed by expectations, pressures, deadlines or any other distractions. I will show you how to determine the right focus for the situation and consider all of the critical aspects so you feel confident and motivated with your decision.
- Develop interpersonal expertise: Communication is complex and you play an influential role in its complexity. No more thinking you said one thing and getting an unexpected response. I will show you how to best deliver your message so you get the results you want.
- Learn the art of listening: Listening is more than just with your ears. It is a full-bodied response. I will show you how to effectively read others and the situation and guide the conversation in the right direction.
- Build and strengthen relationships: Some relationships are easy and some require more insight and time. Building relationships is a dance between understanding, perceptivity, influence and engagement. I will show you how you can take a relationship to the next level so you can move forward and achieve goals.