MGT-125 - Emotional Intelligence

Description

A 2-day training course to provide participants with the fundamental concepts of emotional intelligence and to explain how these can be applied to improve workplace relationships and increase productivity.

Objectives

- Explain how workplace relationships can be improved using emotional intelligence
- Provide participants with the essential notions of emotional intelligence
- Equip participants with an understanding of the link between emotions and behaviours
- Present the tools and techniques that managers can use to increase their emotional intelligence
- Explain how the concepts of emotional intelligence can be used to improve team performance and leadership skills

TOPICS

*Note: the course structure may be subject to change as trainings are updated on a regular basis.

Fundamental concepts

- Emotional intelligence: Definition, meaning and value
- Emotional intelligence: Benefits

Underlying emotions that shape behaviour

- Types of emotions
- Skills to read and respond to our emotions and to other people's emotions

Understanding how working relationships can be improved

Tools and techniques for increasing competence in emotional intelligence

- The 5 pillars of emotional intelligence
    - Self-awareness
    - Self-management
    - Self-motivation
    - Social-awareness
    - Relationship management

Enhancing team performance

- New behaviour for a new work environment
- Build empathic relationships, be a team player
- Personal and professional resilience
- Effective communication
- Get into the zone: the flow of peak performance

Emotional intelligence and leadership

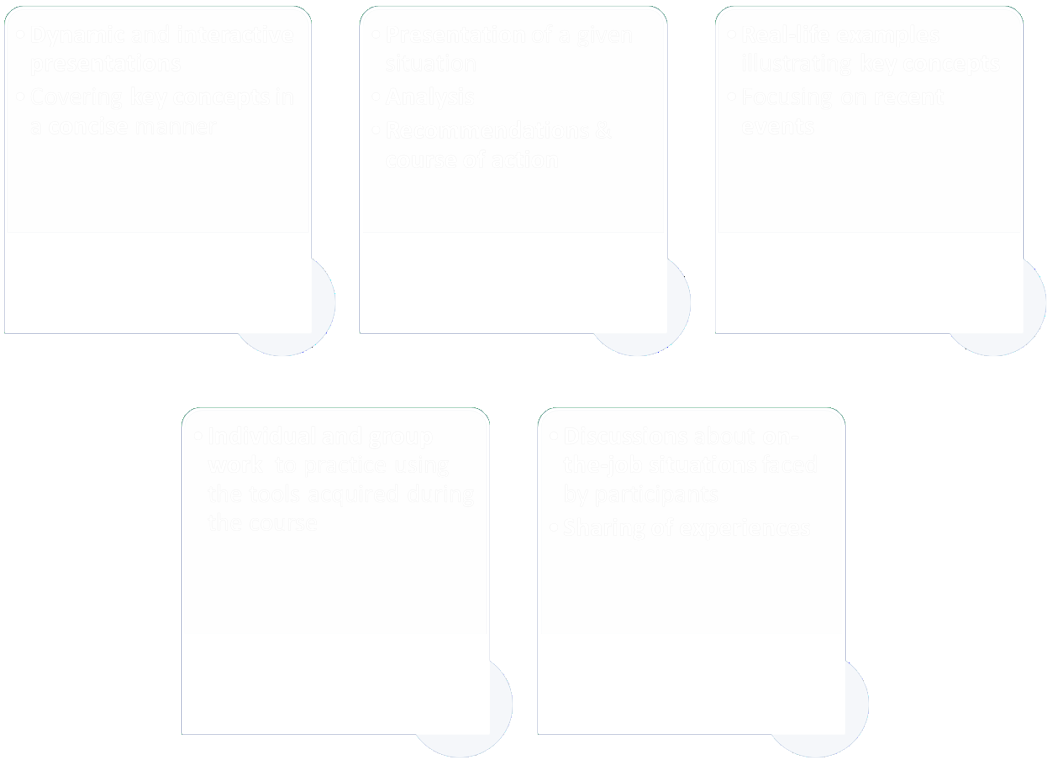
- Bridging the gap between management and leadership
- Applying emotional intelligence competencies to leadership
- Motivating others
- Becoming an emotionally intelligent leader

Target Audience

- Managers and personnel looking to complement their skill-set by gaining a good understanding of emotional intelligence and how it can be applied to improve workplace relationships and increase productivity

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.



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