

Emotional Intelligence

Emotional intelligence (EQ) refers to our ability to relate to ourselves and to other individuals and groups. Emotional Intelligent people are effective in their personal and professional lives. In a nutshell, EQ lays the foundation for self motivation, persistence, mood-management, and overall effective personal and business decision-making. The programme focuses on intrapersonal and interpersonal effectiveness and consists of the following modules:

Intrapersonal Effectiveness:

1. Self-image
2. Locus of Control
3. Stress Management
4. Anger Management
5. Flexibility

Interpersonal Effectiveness:

6. Emotional Support
7. Assertiveness
8. Conflict Management
9. Trust
10. Listening Skills



COURSE DURATION: 3 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 4
Credits: n/a

Target Audience

The target audience would typically consist of any person interested in developing and enhancing their EQ.

Training Methodology

The methodology is based on interactive learning ie: learners will learn by doing. Furthermore, learners will make use of examples from their own lives, thus ensuring that the learning is anchored in real life. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Course Outline

This 3 day course will cover the following modules:

Module 1: Orientation to EQ:

- What is your EQ?
- Understanding the EQ concept

Module 2: Applying a positive self-image:

- Exploring your own strengths and weaknesses
- The H-3 approach to dealing with self-image
- Who are you and how do others see you?
- Applying visualising techniques to create positive self-image

Module 3: Locus of control:

- Is your locus of control internal or external?
- The power of focus
- Working with your circle of influence and circle of control

Module 4: Managing your emotions:

- Understanding your response triggers
- Replacing your emotional triggers
- Creating a circle of control
- Working with anger, stress, sadness and depression

Module 5: Flexibility in changing environment:

- Defining your purpose
- Defining your 12 month goals
- Finding sustainability in an ever changing environment
- Putting your goals into action

Module 6: Trust, listening skills and assertiveness:

- Understanding and applying trust
- Applying effective listening skills
- How assertive are you?
- Moving from indecisiveness and aggression to assertiveness

Module 7: Emotional support skills:

- Containing and managing your own emotions
- Building an emotional support network
- Supporting others emotionally without taking responsibility for their problems

Module 8: Conflict Management:

- Conflict handling skills
- Working with difficult people
- Mediating a conflict situation

Module 9: Practical Application:

- Plotting your EQ profile
- Working with EQ issues at the workplace
- Action plan for developing your own EQ

Bookings and Enquiries

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