

COURSE OVERVIEW

Emotional Intelligence

TIPTM-104



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Emotional intelligence (EI) is essential in both your professional and private life as it enhances the ability to understand, manage, and respond to emotions, both your own and those of others. In a business setting, high EI improves communication, teamwork, and conflict resolution, leading to stronger professional relationships and a more positive work environment. It enables leaders to inspire and motivate, while also helping individuals navigate stress and adapt to change effectively.

In our personal lives, emotional intelligence fosters empathy, deeper connections, and healthier relationships. Developing EI not only supports personal well-being but also builds a foundation for long-term success and satisfaction across all areas of life.

Module 1: Emotional Intelligence

Understanding yourself unlocks the power of emotional intelligence. This helps guide your behaviour and manage your emotions, helping you adapt to different situations and achieve your goals.

- What is emotional awareness
- Why emotional awareness is important
- Emotional Intelligence
- Motivating factors

Suitable for:

All Managers, Team Leaders, Supervisors, and Employees seeking to improve personal performance and career development.

Skills achieved:

- Self-Development (Basic)

Related Resources:

- Career Development Assessment
- Work-related stress Assessment
- Stress Reduction Assessment
- Performance Checklist
- Performance Improvement Plan Checklist

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

15 Minutes

Related Courses:

- Developing Self-Awareness
- Learning Styles
- Personal Commitment
- Positive Mindset
- Defining Personal Goals
- Effective Time Management