



# Course Outline: EMOTIONAL INTELLIGENCE

## ONE, TWO OR THREE DAY COURSES

### INTRODUCTION TO EMOTIONAL INTELLIGENCE

Emotional intelligence is the skills and competencies we need to successfully communicate and interact with people in our daily lives. Such insight allows us to manage our own and other's emotions and to read, understand and manage our own and others' emotional states and to guide thinking and actions.

People with higher emotional intelligence (EQ) tolerate stress better and they have higher levels of impulse control. They also tend to be more flexible and realistic and to solve a range of problems as they arise. Emotional Intelligence allows us to maintain a positive attitude, particularly in the face of adversity and to feel satisfied with life.

Low emotional intelligence is one of the biggest causes of conflict in the workplace and in people's personal lives. Organisations that employ staff with higher levels of EQ have a distinct advantage because there is less conflict and more cooperation among them.

The good news is that emotional intelligence can be learned, and transferred to others, especially by leaders such as HR Managers with high EQ who lead by example.

### SYMPTOMS OF LOW EMOTIONAL INTELLIGENCE

Low EQ is any manager's worst nightmare because unhealthy levels of EQ in the workplace usually produce poor listeners and right-fighters (people who cannot possibly be wrong.) They may bully anyone who opposes their 'no-grey-area' thinking. People with low EQ tend to be self-centred and petty. They tend to take everything personally and have low tolerance for frustration, which leads to short-fuse behaviour, and if they happen to be in management they may use every opportunity to 'power-trip.' Power-tripping is an attempt to elevate one's own low self-esteem and feelings of powerlessness by putting others down and/or by controlling them. Bullies and gossipers suffer from extreme low self-esteem.

### CONSEQUENCES OF LOW EMOTIONAL INTELLIGENCE

People with low emotional intelligence tend to have problems with communication which leads to conflict, misunderstandings and worse, broken relationships as a result of back-stabbing, bullying, manipulative tactics, coercion, victim behaviour, arrogance, blame and gossiping. The result of these



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behaviours is always the same - refusal to accept responsibility for unproductive behaviour and/or mistakes.

### ONE DAY EMOTIONAL INTELLIGENCE COURSE

#### Course Outline

1. Emotional Intelligence Self-Assessment (Self-assessment questionnaire)
2. Intrapersonal (self-awareness and self-expression):
  - a. Self-Regard (being aware of, understanding and accepting ourselves in spite of our flaws and shortcomings)
  - b. Emotional Self-Awareness (being aware of and understanding our emotions)
  - c. Assertiveness (expressing our feelings and ourselves non-destructively)
3. Interpersonal (social awareness and interaction):
  - a. Empathy (being aware of and understanding how others feel)
  - b. Interpersonal Relationship (establishing mutually satisfying relationships)
4. Stress management (emotional management and control):
  - a. Stress Tolerance (effectively and constructively managing our emotions)
  - b. Impulse Control (effectively and constructively controlling our emotions)
5. Adaptability (change management):
  - a. Reality Testing (validating our feelings and thinking with external reality);
  - b. Flexibility (coping with and adapting to change in our daily life)
  - c. Problem Solving (generating effective solutions to problems of an intrapersonal and interpersonal nature)
6. General attitude and mood (self-motivation):
  - a. Optimism (a positive outlook and looking at the bright side of life)
  - b. Happiness (feeling content with ourselves, others and life in general).

### TWO AND THREE DAY EMOTIONAL INTELLIGENCE COURSE

#### Course Outline: Day One

1. Emotional Intelligence Self-Assessment (Self-assessment questionnaire)
2. Intrapersonal (self-awareness and self-expression):
  - a) Self-Regard (being aware of, understanding and accepting ourselves in spite of our flaws and shortcomings)
  - b) Emotional Self-Awareness (being aware of and understanding our emotions)
  - c) Assertiveness (expressing our feelings and ourselves non-destructively)
  - d) Assertiveness: video clip with quiz and discussion
  - e) Group Exercise
3. Interpersonal (social awareness and interaction):



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- a) Forgiveness Learning what forgiveness is and the process of forgiveness)
- b) Empathy (being aware of and understanding how others feel)
- c) Group Exercise
- d) Interpersonal Relationship (establishing mutually satisfying relationships)
- e) Building Relationships: video clip and discussion
- f) Unproductive Behaviours (How to deal with others' negative behaviour)
- g) Unproductive Behaviours: video clip and discussion
- h) Group Exercise

### Course Outline: Day Two

- 4. Communicating With Emotional Intelligence (How to apply emotional intelligence when you communicate with others)
  - a) Listening
  - b) Listening: video clip testing delegates' listening skills
  - c) Conflict resolution
  - d) Conflict: video clip and discussion
  - e) Managing stressful situation whilst communicating
  - f) How to deal with aggressive people
  - g) Aggressive People: video clip and discussion
  - h) Non-verbal communication (body language)
  - i) Communicating With Emotional Intelligence: video clip and discussion
- 5. Stress management (emotional management and control):
  - a) Group Exercise
  - b) Stress Tolerance (effectively and constructively managing our emotions)
  - c) Impulse Control (effectively and constructively controlling our emotions)
  - d) Self-assessments (how stressed are you?)
  - e) Stress Management: video clip and discussion
- 6. Adaptability (change management):
  - a) Reality Testing (validating our feelings and thinking with external reality);
  - b) Flexibility (coping with and adapting to change in our daily life)
  - c) Problem Solving (generating effective solutions to problems of an intrapersonal and interpersonal nature)
  - d) Adaptability: video clip and discussion
- 7. General attitude and mood (self-motivation):
  - a) Optimism (a positive outlook and looking at the bright side of life)
    - i. Self-assessment
  - b) Happiness (feeling content with ourselves, others and life in general)
    - i. Self-assessment

### Course Outline: Day Three

The third day of the three-day course is focussed on introspection. Delegates are given a second workbook which they have to work through by themselves. This workbook helps delegates to introspect and they answer very hard, personal questions. They are required to be very open and honest with themselves and to admit the things they need to change about themselves in order to

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grow and to create healthy relationships with their family, friends, and work colleagues. You cannot change what you don't acknowledge. The workbook is private and they are not expected to share any of their answers with anyone. Delegates may choose to write their answers on a separate exam pad if they wish to shred or burn it. The facilitator (Elsabé Manning) is present throughout the day and spends one-on-one time with each delegate (in a private break-away room) to counsel and coach anyone who may need it. This three-day course is extremely valuable to delegates and we are very proud of the outcomes we achieve with any one of the three courses.

OUTCOMES: Delegates will...

1. Fully understand and buy into the principles of emotional intelligence.
2. Obtain personal mastery through the application of emotional intelligence.
3. Introspect and accept responsibility for their thoughts, words and actions.
4. Become more self-aware and begin to pay attention to their inner-states.
5. Learn how to forgive.
6. Learn why they lose motivation and how to get their motivation back.
7. Commit to stop their own unproductive behaviours and better understand and know what to do about others' unproductive behaviours.
8. Understand stress and learn how to manage stressful situations whilst communicating.
9. Learn how to become more adaptable to change.
10. Learn how to communicate better – willingness to really listen, speak with respect and resolve conflict amicably.
11. Accept responsibility for their attitude, moods and own happiness.
12. Learn how to build self-esteem for self and others.