



# EFFECTIVE WORKING RELATIONSHIPS AND EMOTIONAL INTELLIGENCE

## INTRODUCTION

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If you wish to improve your self awareness and develop your use of your own emotional intelligence in order to motivate yourself then this training is for you.

It will help to increase your self confidence and also help you to positively influence others. Suited for team leaders and members, leaders and managers at all levels.

See Also: **Create The Right Emotional Climate**

## DESCRIPTION

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Develop and build on your knowledge of your own emotional intelligence (EI) so that working relationships can improve and you can produce better results. This training is an introduction to Emotional Intelligence. It is a practical and interactive day using set task, self reflection and discussion to enable you to examine your EI and how it influences your performance in the workplace.

The training will cover:

- Understanding Emotions
- Definitions of Emotional Intelligence
- Self Awareness and Control
- Creating Productive Relationships
- Confidence and Motivation
- Effective Communication Skills
- Active Listening Skills
- Pick up on hidden messages—listen for feelings as well as meaning.

## OBJECTIVES

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You will learn:

- The key theories behind emotional intelligence
- Analyse, appreciate and develop your current Emotional Intelligence
- Successfully influence others to achieve mutually agreed goals
- Encourage and improve empathy, trust and confidence in relation to others
- Build your own self confidence and motivation

The training is lead by John Pritchard.

John has a particular interest in the area of Emotional Intelligence. His Masters Degree research focused primarily on Emotional Intelligence and its importance for individuals developing motivation and creating effective learning environments.

