

BUILDING RESILIENCE THROUGH EMOTIONAL INTELLIGENCE 2 Days

Virtual | Blended | Online | Classroom

(Credits gained towards a National Certificate: General Management, NQF 5)

1. UNIT STANDARD

Apply the principles and concepts of emotional intelligence to the management of self and others

Unit Standard: 252031
NQF Level: 5
Credits: 4

2. PROGRAMME OVERVIEW

“Emotional Intelligence is a master aptitude, a capacity that profoundly affects all other abilities, either facilitating or interfering with them.” (Daniel Goleman, 1998)

There is a profound personal power in taking a journey to “know thyself”. Doing so increases our ability to communicate with, and influence, others. When we recognize our emotions for what they are and where they come from, we can evaluate our daily interactions for what they really are. We are not our emotions, but our emotions are a fundamental part of us that we *can* learn to control. Developing Emotional Intelligence (EQ) is a lifelong journey, a journey that is easier for some than for others. Nevertheless, our success in life depends on our ability to listen to other people, read them, control our anger and heal ourselves.

Building Resilience through Emotional Intelligence is a short course that teaches delegates how to effectively understand and manage their emotions, to cope better with environmental demands and the pressures of life, in order to make better decisions by taking responsibility and ownership of their lives.

3. LEARNING OUTCOMES

At the end of the **Building Resilience through Emotional Intelligence** course, delegates will be able to:

- Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations.
- Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations.
- Analyse the impact of emotional intelligence on life and work interactions.
- Evaluate their own level of emotional intelligence in order to determine areas for development.

Growing People...Building Talent...Creating Leaders

Accreditation and Certifications

*Microsoft, CompTIA, Certiport, Pearson Vue, CertNexus, ICDL, IMM,
MICT, MerSeta, BankSeta, ICB (Fasset), W&R, ETDP, Services Seta, LGSeta & Growing...*

4. TARGET AUDIENCE

Everyone. Every person, within an organisation or outside of one, that wants to take charge of their personal and professional life by taking ownership of the results they want to achieve, and the things they need to do to achieve those results.

5. OUTLINE

Module 1: Emotional Intelligence (EQ)	Module 2: Communication, Listening and Expressing Feelings
<p>A brief history of Intelligence Theory Emotions: Tools for Survival What is Emotional Intelligence? Impact on Business Can Emotional Intelligence be taught? Case Study:</p> <ul style="list-style-type: none"> • Emotional Intelligence’s impact on the bottom line • Emotional Intelligence and Leadership • Emotional Intelligence Self-Assessment 	<p>The Communication Model of the Mind Communication Listening Skills How to express your feelings with “I-messages”</p>
Module 3: Self-Awareness: Who am I?	Module 4: Behavioural Styles & Strategies
<p>Self-awareness Self-assessment Interpersonal Communication: Johari-Window "Six Pillars of Self Esteem" (Nathaniel Brandon)</p>	<p>The Four Personality/Relationship Styles Transactional Analysis: Parent / Adult / Child (Interacting with Others) Assertiveness Conflict Management (An Application of Assertiveness) Dealing with Anxiety, Fear and Stress Emotional Control</p>
Module 5: The Way Forward	
<p>Locus of control A Plan for EQ in the Organisation Your Personal Vision</p>	

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6. TRAINING METHODOLOGY

All training interventions can be facilitated via Online, Virtual Instructor-Led Training, Face-to-Face, or through a Custom Blended approach.

This state-of-the-art Skills Programme is designed to run at a high level of participation and interaction, where delegates are involved in role-plays, rating exercises and case studies. Video clips are used for understanding and integration. Upon completion, a report will be provided which will include the facilitator's feedback on the delegates' performance and identifying areas for further development.

7. THE NEXT STEP

On successful completion of a formal Portfolio of Evidence (PoE), credits are gained towards the following qualification:

National Certificate: General Management, NQF 5

You might also be interested in the following courses. Click on the course name to learn more.

Managing Change in a VUCA World	Coaching, Mentoring and Situational Leadership
Problem Solving Skills in the 4IR (Innovative and Creative Thinking)	Judgment and Decision Making (Analytical Thinking)

Upcoming Events

For in-house or customised training requirements

Get in touch



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