PROFESSIONAL DEVELOPMENT TRAINING

Emotional Intelligence (EQ) Training - Online Instructor-led 3hours

016 299 1479

REQUEST QUOTE

0.5 DAY COURSE

As part of our newly redeveloped Signature Series Courses, the Emotional Intelligence (EQ) training course teaches you how to develop your emotional intelligence or your ability to manage your responses based on your objective assessment of different personalities and situations.

After completing this 3hour course, you will have learned: what is EQ, the four core skills required to practice EQ (self-management, self-awareness, self-regulation, self-motivation), how to use empathy, how to interpret, manage and articulate your emotions using the right language. You will complete a personality profile which will help you understand the potential differences among the various personality types and where you currently fit.

This newly found emotional "awareness" allows you to communicate more effectively, succeed at work and achieve your career and personal goals in a shorter amount of time.

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been refined to give you a personalised learning experience where it is specifically targeted to your needs, see our outcomes in the reviews.

****Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

Be ready - check your device is ready to go by using this test link.

What You'll Gain:

Healthy Emotions + Clear Thinking + Appropriate Action = High EQ

Emotional intelligence is a skill. And like any other skill, you can get better at it with training and practice. It allows you to read the personality style of individuals and adjust your communications accordingly without being controlled by your underlying emotions.

This one day training course is useful for anyone who leads or works with other people, no matter what size the organisation. This course will focus on the five core competencies of emotional intelligence: self-management, self-awareness, self-regulation, self-motivation and empathy, and it also includes a review of your interpersonal skills.

You will learn to develop and implement these competencies to enhance your relationships in work and life by increasing your understanding of social and emotional behaviours, and learning how to adapt and manage your responses to particular situations. The PD Training Emotional Intelligence Course teaches you how to build stronger relationships, how to empathise with others, how to manage your stress levels, how to overcome challenging situations, how to diffuse personal conflicts and much more.

Outcomes

After completing this course participants will have learned how to:

- Know how to read emotions
- Understand your own level of emotional intelligence
- Use the Johari window to understand what you reveal to others about yourself and what others reveal to you
- Understand resilience and how to build it
- Understand social awareness and empathy and how to be more empathic and socially aware
- Understand how different cultures respond to and display emotions
- Know how to influence others positively
- Know how to have emotionally intelligent conversations
- Understand manipulation and emotional dishonesty and how to avoid it
- Understand how to lead with emotional intelligence

Modules

Lesson 1: Understanding Emotional Intelligence

- The Power of Emotions
- The Limbic System

Lesson 2: Self-Awareness

- Tuning In to Your Own Emotions
- Johari Window

Lesson 3: Self-Regulation

- Self-Control
- PPR Framework
- Emotional Agility

Lesson 4: The Emotion of Others

- Emotional Cues
- Responding with CARE

Talk to our expert team

Phone: 016 299 1479

Email: enquiries@pdtraining.com.my