

# EQ in the Workplace

## What Can You Expect?

This course highlights the important concepts of emotional intelligence and allows learners to explore their own strengths and weaknesses in this area. It offers a guideline with tools to enable you to make changes in behaviour in order to enhance relationships. You will now understand the competencies that make up the framework for emotional intelligence and learn to apply these concepts in their everyday dealings with others. You will assess your own behaviour and identify specific areas that you need to develop.

## Who should attend?

All staff who work with people. Staff who want to build or strengthen the relationships they have with others.

## 2 Day Course Content

- Understand the principles of emotional intelligence
- Define emotional intelligence using real life examples
- Complete an emotional intelligence self-assessment
- Explain the emotional intelligence framework
- Understand what it means to be emotionally hi-jacked
- Learn the importance of personal and interpersonal competencies within the emotional intelligence framework
- Learn techniques for giving and receiving feedback
- Learn about the positive and negative impact of emotional intelligence through examples
- Realise the consequences of applying emotional intelligence
- Evaluate your own level of emotional intelligence through your responses to real life situations
- Analyse strengths and weaknesses within the emotional intelligence context
- Learn techniques to improve your emotional intelligence within all of the emotional intelligence competencies

## Unit Standard Alignment

**SAQA ID:** 252031

**NQF Level:** 5

**Credits:** 4

**US Title:** *Apply the principles and concepts of emotional intelligence to the management of self and others.*



Services Seta Accreditation No: 4135



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