

Emotional Intelligence Training Programme (1 Day)

Course Outline

I. Introduction to Emotional Intelligence

- A. What is Emotional Intelligence?
- B. Importance of Emotional Intelligence in the Workplace
- C. Key Components of Emotional Intelligence (Self-awareness, Self-regulation, Motivation, Empathy, Social Skills)

II. Understanding Self

- A. Self-Awareness: Recognizing Emotions and Triggers
- B. Self-Regulation: Managing Emotions Effectively
- C. Practical Strategies for Self-Management

III. Recognizing and Managing Emotions in Others

- A. Empathy and Social Awareness
- B. Enhancing Interpersonal Relationships
- C. Techniques for Effective Communication

IV. Applying Emotional Intelligence in the Workplace

- A. Leadership and Emotional Intelligence
- B. Conflict Resolution and Decision Making
- C. Emotional Intelligence in Team Dynamics

V. Practical Applications and Implementation

- A. Role-plays and Simulations
- B. Action Planning: Applying Emotional Intelligence in Specific Workplace Scenarios
- C. Resources and Tools for Continuous Development

Training Plan

Training Objectives:

1. Enhance participants' understanding of emotional intelligence.
2. Develop skills for self-awareness and self-regulation.
3. Improve empathy, social skills, and relationship management in the workplace.
4. Apply emotional intelligence techniques to various workplace scenarios.

Materials and Resources:

- Case studies
- Role-Playing Scenarios
- Handouts and worksheets

Training Methodology:

- Face-to-Face Class Attendance at ENJO Consultants according to the training schedule.
- Virtual Attendance via MS Teams according to the training schedule.
- Training can also be presented at the company's premises.
- Virtual Attendance via MS Teams specifically tailored for the client's staff.

ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07
Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543
Web: www.enjoconsultants.co.za | Email: training@enjoconsultants.co.za

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Block 8, Central Office Park, 257 Jean Avenue, Die Hoewes, Centurion, 0157

ETDP SETA No: ETDP10602 | MICT SETA No: ACC/2015/07/0048 | QCTO QCTOSDP00180907-1302
Services SETA 07-SERVICES/SDP150722-6874 | SABPP: 58116L125EC



Assessment and Evaluation:

- Short quizzes or knowledge checks throughout the day.
- Optional Assessments depending on the client's requirements.

This training plan aims to provide a comprehensive understanding of emotional intelligence and its practical application in a corporate setting. Adjustments can be made to tailor the course to the specific needs and goals of the corporate clients.

Certification

- Short Courses are Non-Accredited Training.
- A Certificate of Attendance will be issued after the training.

Bookings

Telephone: 012 667-1985

Email: training@enjoconsultants.co.za

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