



EMOTIONAL INTELLIGENCE

Our **EMOTIONAL INTELLIGENCE** Course is accredited by the **Local Government Sector Education and Training Authority (LGSETA)** and covers unit standards **120305** at NQF level 4 with 5 credits.

OVERVIEW

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviours, moods, and impulses, and to manage them best according to the situation

This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humour to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role. The emotional super-neural pathway is intricate yet predictable. Understanding is the key to developing and growing Emotional Intelligence (EQ). Emotional intelligence is defined as "The ability to recognize your own emotions, the capacity to recognize another person's emotions - and the skill of being able to respond appropriately

LEARNING OUTCOMES

After successfully completing this course, you will be able to:

- Understand the concept of emotional intelligence
- Analyse the relationship between emotional intelligence and self-awareness
- Analyse the relationship between emotional intelligence and self-management
- Analyse the relationship between emotional intelligence and social awareness
- Apply techniques for responding to situations in an emotionally intelligent manner
- Analysing the impact of emotional intelligence on life and work interactions

EMOTIONAL INTELLIGENCE

THE CHANGING WORLD OF ENGINEERING AND TECHNOLOGY AND EQ

- What is Emotional intelligence (EQ)?
- What distinguishes EQ from IQ
- The Principles of EQ
- Understanding EQ and its role in negotiation and communication
- The 3 brains
- The conscious and unconscious minds

EMOTIONS

- Human emotional matrix
- How we reach an emotional response
- The Emotional Super-Neural Highway
- The role of emotions in the engineering world
- Understanding Emotional Cycles
- Unpacking Core Emotions
- Learning and imprinting emotions
- The link between Values, Beliefs and Emotions
- Understanding personal emotional triggers
- The collective learning and the clutter/magic of past experience
- Life Scripts and the part they play in the way we behave today

COMMUNICATION

- Communicating skills
- Transactional Analysis (TA) – a new way of connecting
- Communicating with self
- Communicating with others
- Listening and hearing skills
- Processing and responding
- Connecting with emotional integrity

MANAGING DIFFICULT SITUATIONS AND PEOPLE

- Understanding conflict
- Dealing with difficult people
- Conflict and managing conflict
- Striving for the win-win
- Finding solutions instead of creating more problems
- The cost of conflict in the engineering world

SOCIAL AWARENESS

- Real connections
- Managing your needs and the needs of other people
- The principles of co-operation
- The importance of social awareness in engineering

THE FIVE REALMS OF EMOTIONAL INTELLIGENCE

- The Intrapersonal Realm
- The Interpersonal Realm
- The Adaptability Realm
- The Stress Management Realm
- The General Mood Realm

STRESS MANAGEMENT

- Understanding stress
- Managing stress (really)
- How stress affects emotions
- How stress affects decision making

LOGIC AND THOUGHTS

- The Illogical Beliefs and Thoughts that derail us
- The links between emotions and thoughts
- Logic drives engineers?
- What we would like to get
- How we see ourselves
- Self Esteem, Self-Belief, Self Confidence and Self-Image awareness
- Healthy emotional expression

SELF-AWARENESS AND ASSERTIVENESS

- Communicating with emotional integrity
- Assertiveness, they key to moving forward
- Avoiding aggressive reactions
- Managing aggression in other people
- Making encounters matter
- Learning to respond appropriately
- Developing relationships
- Self-motivation in line with self-understanding

DISCOVERING EMPATHY

- Unpacking empathy
- Listening empathetically
- Connecting and reflecting

EQ AND LEADERSHIP

- Leadership – a lesson in Emotional Intelligence
- The leadership role in engineering revisited
- Leading by example
- Leadership as a model for connecting and succeeding
- Making yourself manageable and approachable
- Getting powerful results through EQ application
- Healing the schism between leader and followers costing?

LIFE BALANCE (EQ in action)

- Philosophies that seem to work regarding life balance
- Engineering is not known for healthy life balance!
- Physical health analysis
- Finding a plan that will work for you
- Personal mastery as a journey
- 6 month, 1 year, 2 year and 5 year plan
- Working smarter not harder with yourself
- Tapping into your creativity at every level