

Being Emotionally Intelligent – The heart of great relationships

Overview

Relationships are the foundation of great businesses. It is through relationships that business happens and when these are strained, so is the delivery of business objectives. It is paramount for businesses who want to succeed to ensure people have the self awareness, understanding and necessary skills for managing themselves and their relationships.

If you want to be a success in life, business and personal, you need to understand and be aware of the impact your emotions has on your relationships. Once aware you can start managing these emotions and then motivating yourself to change areas that will give you the most reward. If you can master the impact of your emotions on your behaviours and the relationships, you are better equipped to recognise these emotions in others, the impact their emotions are having on their behaviours and manage these interactions through empathy and communication to build effective and lasting relationships. When we understand our emotions we are less likely to take things personally and our intent becomes about working with and not against others.

Mastering the competencies of Emotional Intelligence is critical to being a Star performer in life. “For star performance in all jobs, in every field, emotional competence is twice as important as purely cognitive abilities. For success at the highest levels, in leadership positions, emotional competence accounts for virtually the entire advantage”, Daniel Goleman – Working with Emotional Intelligence.

Managing Emotions for building lasting Relationships

Emotional Intelligence is not about being nice; it’s about being firm & fair & being able to confront people with an uncomfortable but consequential truth they have been avoiding. Emotional Intelligence does not mean giving free rein to feelings, (the softer side people tend to think is a waste of time in the workplace). Rather it means managing feelings so that they are expressed appropriately and effectively, enabling people to work together smoothly towards their common goals.

This is easy to say yet how difficult is this to put into practice? How challenging is it to confront our subordinates, peers & bosses & give them feedback on behaviours that, if altered, could result in greatness? We lack the self confidence, self awareness & assertiveness to confront people & when we do, we are met with such resistance that in our evaluation of the situation, we question why we even tried. This pattern of behaviour is common to all industries, the ones that succeed, that are growing their people & their bottom line year on year are those that are getting it right.

If you want to master your emotions for great relationships in your personal and business life, then this workshop is for you.

Course Objectives/Outcomes and Structure

What this workshop covers:

This workshop enables the delegates to get a good look inside themselves and discover the impact their emotions are having on their daily decisions. They will immediately recognise where their emotions are out of control & more importantly discover and practice tips, tools and techniques for mastering the impact of their emotions. The end result is a stronger, more assertive and in control person who builds lasting relationships based on trust and respect. If you don’t have it inside you, you cannot give it to others.

Course Duration

3 days

Course Structure

Day 1

Who am I and why?

- A product of habitual programming
- A character defined through action and behaviours (patterns of behaviour)
- Understanding thought patterns (beliefs) and emotional responses
- My values and their influence
- Acknowledging and challenging my comfort zone
- Listening to the voice in my head (intuition)
- Identifying and leveraging my strengths and weaknesses
- Knowing and accepting my self worth

Can I change and control myself?

- The implications of not changing
- A conscious decision to change
- Controlling my thoughts and emotional responses under pressure
- Action values to support the change
- Adopting a chameleon mindset
- The law of attraction

Day 2

The reason to sustain the “new” me!

- Having a purpose and vision in life
- Contributing for excellence
- Commitment to change
- Living in the present driving towards goals
- Overcoming resistance barriers through self motivation

Understanding and growing others

- What is empathy?
- Understanding where others are at
- Supporting people through difficult times
- Contributing to others growth

Day 3

Emotional Intelligence at work in relationships

- The courage to communicate
- Influencing with positive intent
- Building relationships through genuine care and effective communication
- Conflict and its role
- Leading others with emotional intelligence
- Co-creating for common goals



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