



Emotional Intelligence Course



Emotional Intelligence Training Course Outline

Foreword:

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognise 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.

Emotional Intelligence Course - Lesson 1

What is Emotional Intelligence

- Self-Management
- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy

Emotional Intelligence Course - Lesson 2

Four Skills in Emotional Intelligence

- How to Accurately Perceive Emotions
- Use Emotions to Facilitate Thinking
- Manage Emotions

Emotional Intelligence Course - Lesson 3

Verbal Communication Skills

- Focused Listening
- Asking Questions
- Communicating with Flexibility and Authenticity

Emotional Intelligence Course - Lesson 4

Non-Verbal Communication Skills

- Body Language
- It's Not What You Say, It's How You Say It



<p>Emotional Intelligence Course - Lesson 5 Social Management and Responsibility</p> <ul style="list-style-type: none">• Benefits of Emotional Intelligence• Articulate your Emotions Using Language	<p>Emotional Intelligence Course - Lesson 6 Tools to Regulate Your Emotions</p> <ul style="list-style-type: none">• Seeing the Other Side• Self-Management and Self-Awareness• Giving in Without Giving Up
<p>Emotional Intelligence Course - Lesson 7 Gaining Control</p> <ul style="list-style-type: none">• Using Coping Thoughts• Using Relaxation Techniques• Bringing it All Together	<p>Emotional Intelligence Course - Lesson 8 Business Practices (Part 1)</p> <ul style="list-style-type: none">• Understand Emotions and How to Manage Them in the Workplace• Role of Emotional Intelligence at Work• Disagreeing Constructively
<p>Emotional Intelligence Course - Lesson 9 Business Practices (Part 2)</p> <ul style="list-style-type: none">• Optimism• Pessimism• The Balance between Optimism and Pessimism	<p>Emotional Intelligence Course - Lesson 10 Making an Impact</p> <ul style="list-style-type: none">• Creating a Powerful First Impression• Assessing a Situation• Being Zealous without Being Offensive

Emotional Intelligence Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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