

Emotional Intelligence: Achieving Leadership Success - 3 Days

Course 3411 Overview

- You Will Learn How To**
- Leverage emotional intelligence (EI) to improve your effectiveness as a leader
 - Identify the core competencies of emotional intelligence
 - Gain an honest and accurate awareness of your EI strengths and weaknesses
 - Achieve greater personal effectiveness through self-management tools and techniques
 - Harness the social and emotional potential of your team to improve performance
 - Integrate and apply EI to develop and transform your personal and professional potential

Course Benefits In today's competitive business climate, organisations need leaders with more than technical and intellectual competence to maintain a competitive advantage. Successful leaders combine strong interpersonal skills with technical knowledge to improve their potential and performance. The core competencies of EI provide the foundation to further develop your intra/interpersonal skills. In this course, you learn to apply EI to motivate and engage your teams, foster cooperative working relationships and improve your overall effectiveness.

Who Should Attend Managers, leaders or anyone wishing to broaden and improve their self-management and interpersonal skills. Some previous experience in a leadership role is helpful.

- RealityPlus™** Extensive activities throughout the course provide practical experience in leading with emotional intelligence. Activities include:
- Identifying the four EI competencies that deliver leadership success
 - Measuring your emotional intelligence through a reliable assessment tool
 - Mapping your strengths and weaknesses through self-reflection
 - Uncovering negative self-talk patterns
 - Reframing thoughts and perspectives to achieve a positive outcome
 - Monitoring the emotional responses of others
 - Creating an individual EI action plan
 - Optimising your EI skills in a real-world scenario

Emotional Intelligence: Achieving Leadership Success - 3 Days

Course 3411 Outline

Fundamentals of Emotional Intelligence

Establishing a common definition of EI

- Identifying multiple intelligences
- Removing common misconceptions about EI

The benefits of EI in the workplace

- Assessing your individual EI baseline
- Setting the context for authentic leadership

Assessing Your Emotional Intelligence

The value of the EI Competency Model

- Evaluating a proven 2x2 model
- Analysing the core competencies: self-awareness, self-management, social awareness and relationship management

Measuring and interpreting your EI

- Outlining your personal profile
- Determining your strengths and areas for development

Increasing Self-Awareness

Recognising and affirming your emotions

- The value of being honest and open with yourself
- Establishing healthy boundaries with others
- Emphasizing the importance of personal congruency

Developing personal authenticity

- Demonstrating authentic leadership through your actions
- Balancing personal effectiveness through greater control and flexibility of your emotional responses

Mastering Self-Management Techniques

Applying EI best practices

- Recognising your own response patterns and triggers
- Reframing self-talk for better results
- Employing self-control in stressful situations

Gaining greater control of your actions

- Acquiring awareness of your personal filters
- Increasing your range of behaviours for personal effectiveness
- Pinpointing and breaking default behaviour patterns

Building Social Awareness and Interpersonal Effectiveness

Reading the emotional landscape

- Recognising and valuing the emotions of others
- Evaluating the impact of emotions on performance
- Interpreting nonverbal communication

Creating a positive EI environment

- Practising self-disclosure to improve relationships
- Applying the Johari Window framework
- Leveraging active listening techniques

Facilitating effective communication

- Mitigating the risk of unmanaged emotions
- Creating a positive emotional landscape
- Actively engaging the emotions of others

Enhancing Team Performance through Relationship Management Tools

Improving team dynamics

- Analysing the patterns of interpersonal behaviours
- Influencing the dynamics of the team to improve performance

Balancing individual team member roles

- Dealing with negative emotions and difficult behaviour
- Enhancing trust and accountability through the application of EI
- Motivating others through authentic leadership
- Facilitating work relationships in a team environment
- Fostering higher levels of employee engagement and morale

Becoming an Emotionally Intelligent Leader

Bridging the gap between management and leadership

- Debunking the myths of management
- Recognising the contribution of emotionally intelligent leadership
- Adapting your leadership style to fit the environment

Demonstrating emotionally intelligent leadership

- Applying EI competencies to leadership
- Delivering difficult messages

- Transferring competencies into real-world situations
- Creating the climate for performance excellence
- Coaching others

Embedding the EI framework

- Leveraging your self-assessment
- Linking your assessment results to your goals
- Developing a personal action plan

Integrating EI into your professional life