



# SS100: Emotional Intelligence: Strategies for Success

## Training Description:

The overall aim of the intensive training course is to provide participants with the knowledge and skills necessary to understand emotional intelligence (EI). Participants will identify the various competencies included in the EI framework of Daniel Goleman, ranging from self-awareness to relationship management. The training course also aims at allowing participants to determine their most preferred approach to listening, and to examine the impact of different leadership styles on organizational climate.

## Training Objectives:

**By the end of the training, participants will be able to:**

- ✓ Explain the nature and theories underlying emotional intelligence
- ✓ Identify their personal strengths and blind spots through self- assessments
- ✓ Define the various EI competencies and identify areas for improvement as needed
- ✓ Practice empathy building skills with emphasis on active listening
- ✓ Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom line results

## Training Designed for:

This course is designed for Managers and business professionals who want to gain insight into their personalities through self-assessments, as well as individuals who need to improve their effectiveness at both the personal and interpersonal levels.

## Training Requirement:

**“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”**

**Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.**

## Training Program:

### FIVE DAYS:

- ❖ **Emotional intelligence**
  - History: definition, theories and models
  - Intelligence: cognitive intelligence
    - Intrapersonal and interpersonal intelligence
  - Emotional intelligence defined
  - Emotional Quotient (EQ) versus Intelligence Quotient (IQ)
  - IQ and EI predictions
  - Research findings
  - Framework of EI competencies
    - Daniel Goleman’s competency framework
- ❖ **Self -awareness and self-management: the cornerstones of EI**
  - The impact of self-awareness

- The impact of social awareness
- Self-assessment and discovering your personality type
- Scoring and interpretation of results: the four dimensions
  - Extraversion and introversion
  - Sensing and intuition
  - Thinking and feeling
  - Judgement and perception
- Dealing with various types
- ❖ **The conceptual model**
  - The competency framework
  - The four competency clusters
    - From self-awareness to relationship management
- ❖ **The competencies of EI**
  - Competency defined
  - The competency iceberg
  - The core of EI: self-awareness
  - Self-management competencies
  - Social awareness competencies
  - Relationship management competencies
  - Definitions and real life examples
  - Core questions, underlying behaviors, and tips for improvement
- ❖ **Empathy: a critical EI competency**
  - Definition and examples
  - Empathy and active listening
  - The personal listening profile: determining your preferred approach to listening
    - Appreciative listening
    - Empathic listening
    - Comprehensive listening
    - Discerning listening
    - Evaluative listening
- ❖ **EI competencies and leadership styles**
  - The power of leaders: influencing organizational climate
  - Organizational climate: the six components
  - Correlation between EI competencies, styles, climate and results
- ❖ **Leadership styles**
  - The six styles
  - When best to use each style
  - Impact of styles on climate and bottom line results
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

### Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

## Training Fees:

**TBA as per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01<sup>st</sup> of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

## Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

## Training Timings:

### Daily Timings:

|               |                               |
|---------------|-------------------------------|
| 07:45 - 08:00 | Morning Coffee / Tea          |
| 08:00 - 10:00 | First Session                 |
| 10:00 - 10:20 | Recess (Coffee/Tea/Snacks)    |
| 10:20 - 12:20 | Second Session                |
| 12:20 - 13:00 | Recess (Prayer Break & Lunch) |
| 13:00 - 14:00 | Last Session                  |

### For training registrations or in-house enquiries, please contact:

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