

**H**ow do our emotions contribute to the way we conduct ourselves at work, at home and socially? You probably know that one area inevitably impacts on the others. But are you aware that you have both “first” and “second” natures and that understanding these enables you to focus positively on your own development and interactions with other people? Such insights can provide the strongest foundations for dynamic team development.

**Emotional Intelligence** opens up a powerful toolkit you can use to develop effective business practice and positively enhance the energy and productivity of your team.

**Your Workshop Leader: Roy Breustedt**

## LEARNING OUTCOMES

As a result of this course, participants should be able to:

- understand their own emotional drivers and how they impact on behaviour
- have more insight into how other people think, feel and behave
- recognise the value of emotional intelligence within a wide range of applications
- be more effective in work, socially and at home

## WORKSHOP OPTIONS

This multi-functional workshop can be presented in a variety of formats:

- 1. E I for existing teams:** one-day event with one day follow-up, ideally within 3 months.
- 2. E I for existing teams:** intensive, practical two-day event tailored to your group’s needs. NOTE: Ideal group size = 6, Maximum = 8
- 3. E I for Team Leaders:** one-day workshop to develop better understanding of how to lead and manage your team.
- 4. E I Introduction:** half-day introductory course to Emotional Intelligence as a framework for Team Development.

### **Quotes:**

*“Roy was excellent. Full of lots of meaningful examples. Assisted the discussion flow very effectively. Really enjoyed listening to him.” “Very effective presentation.”*

## **Programme Elements**

### **What is ‘emotional intelligence’?**

- The story so far .....

### **Understanding our emotional make-up**

- Exploring our behaviours and reactions
- self-efficacy and understanding our ‘natures’

### **Generating an Internal Observer**

- Using the ABC model
- Deconstructing and rebuilding reactions
- Hindsight, mid-sight and foresight

### **An Emotional Competency Framework**

- Personal: self-awareness; self-regulation; self-motivation
- Social: social awareness; social skills

### **Knowledge, Skills and Qualities for Life and Work**

- Emotional Intelligence in:
  - communication
  - managing and leading
  - stress management
  - coaching
  - conflict management
  - change management
  - assertiveness
  - developing teams!

### **Individual Action Planning**

### **Note:**

*Final course content will be crafted to meet Workshop Format selected and the specific business aims for the training.*

## WHO SHOULD ATTEND

This workshop would suit either natural work groups or team leaders who wish to find new perspectives and methods for developing their team’s effectiveness.



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