Personal Effectiveness through Emotional Intelligence
Course Summary

Description
Whether in our working lives or at a personal level, relationships have the potential to add fulfillment and meaning to our lives or cause disappointment and unhappiness. Unfortunately, we get little training or learning in one of the most fundamental aspects of human behavior that affects our personal and professional relationships: emotional intelligence.

Emotional intelligence is the ability to perceive, assess and positively influence one's own and other people's emotions. This program provides an excellent vehicle to enhance your emotional intelligence and increase personal effectiveness in all areas of life. The concepts, skills and learning provide essential insights for all who must influence others or who wish to broaden their self-awareness.

Objectives
At the end of this course, students will be able to:

- Better understand your own motivations, values, personality and potential
- Manage your behavior for personal effectiveness in a number of scenarios
- Be more effective in communication with and influencing others
- Assess personality types and adjust your own style
- Understand more thoroughly why people are the way they are
- Understand the importance of self-awareness and encourage feedback from others
- Better understand and interpret behavioral competencies in the workplace
- Manage your career and personal life
- More effectively integrate into project and work groups
- Be better equipped to give constructive feedback to others

Topics

- The complexity of human behavior
- The Stages of Life
- Why some relationships don't work
- Basics of Emotional Intelligence
- Nature / Nurture
- Why we are the way we are
- Self-awareness model
- Personality profile
- Personal values systems
- Our conditioning
- Needs-oriented behavior
- Communicating to be understood
- The root of aggression
- Defining maturity
- Making a living or building a life
- The courage to grow
- Changing your work life in one day
- What's wrong with you—what's wrong with me?
- Dealing with difficult people
- The BIG FOUR: attitude, personality, behavior, skills

Audience
This course is designed for anyone interested in enhancing his/her emotional intelligence or developing a better understanding of themselves and others. It is particularly valuable for anyone responsible for managing or influencing others.

Prerequisites
There are no prerequisites required for this course.

Duration
Two days

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