

ONLINE TRAINING EMOTIONAL INTELLIGENCE



LEADERSHIP IS NOT DOMINATION. IT'S
THE ART OF **PERSUADING PEOPLE** TO
WORK TOWARD A **COMMON GOAL**.

— **DANIEL GOLEMAN**

INTRODUCTION

Emotional Intelligence is the capacity to be aware of, control, and express ones emotions, and to handle interpersonal relationships judiciously and empathetically.

This Emotional Intelligence course addresses our own Emotional Intelligence (EI) and how we can better understand ourselves and interpret others. It will provide you with the skills to be self-aware and choose to manage your reactions. It also gives you the skills to access others emotions more effectively and deal with them successfully for enhanced performance.

This Emotional Intelligence online course is created to help you enhance your emotional and social skills that help you build positive relationships in your organization and personal relationships. The trainer shall explain to you the neuroscientific and psychological roots of compassionate, cooperative behaviours. By joining this course, you will learn how to devise research-based strategies to resolve conflicts and strengthen empathy constructively. This program will help you improve your skill set that will let you create more satisfying, productive and innovative experiences at work and in your personal life.

This programme is accredited by CPD and you will receive a certificate on completion of the course. The EQ course is also accredited by The Institute of Leadership and Management Please do inform us if you would like to claim this certificate as there is a charge to The Institute of Leadership and Management. To find out more about the benefits of undertaking The Institute of Leadership and Management EQ qualification please kindly refer to our accreditations page.

COURSE STRUCTURE

YOUR TRAINER: MR PHILIP SYKES

Philip Sykes is the UK's leading etiquette trainer and consultant with a global reputation for professional excellence. He has more than 25 years' experience of engaging with clients at the highest level to bring the transformational power of etiquette to the forefront of their business and personal lives.

LEARN HOW TO BUILD SELF-MANAGEMENT SKILLS

Self-management is about preparing for the future, owning your present and taking care in what you do – as well as learning how you could do better next time. Self-management is a really important way to grow as a person, not just in the workplace. Philip shall explain some ways to build the three key elements of self-management, why are they important and how will they help you?

BETTER SELF AWARENESS

Self-awareness is about focusing on the reality of your behaviour and not on the story you tell yourself about yourself. Self-awareness is the ability to see yourself clearly and objectively through reflection and introspection. We know that self-awareness is good, but what does it look like? How does one practice self-awareness? This is where the Self-Awareness Theory understanding and learning comes in. Philip shall share some potential answers to questions like these and elaborates on steps for practicing self-awareness and gaining a greater awareness of your emotions.

BUILDING RAPPORT

Rapport is a connection or relationship with someone else. It can be considered as a state of harmonious understanding with another individual or group. Building rapport is the process of developing that connection with someone else. Philip shall explain the benefits of building rapport with someone which shall help you in understanding how rapport building can help you in doing business with others, share information, recommend you to others and support your ideas.

DISCOVER HOW TO APPLY EMOTIONAL INTELLIGENCE AT WORK

Emotional intelligence is the capacity to understand and manage your emotions. Philip shall share the skills and tools in improving your Emotional Intelligence and developing strong people skills. He shall elaborate on emotional intelligence in the context of the workplace, describe its components, explore its correlates in the workplace, and look at how to improve it for both individual employees (including yourself) and the organization as a whole.

KNOW WHY EMOTIONAL INTELLIGENCE MATTERS

Emotional intelligence is all about your ability to recognise and understand your emotions and your skill at managing and dealing with other people's emotional states. Put simply, it is the ability to problem solve with or without emotion. Philip shall share strategies will help you to elevate your levels of Emotional Intelligence so that you can achieve better results at work and in your personal life.

CREATE POSITIVE IMPACT UPON YOUR CAREER AND LIFE BY MANAGING EMOTIONS

Understanding what makes other people tick, and developing positive and harmonious working relationships, is a large part of Emotional intelligence. Improving your EI will enable you to interact and communicate with others more effectively and enhance your professional relationships. Philip shares skills and tools to help you create a positive impact upon your career and life by managing your emotions.

KNOW THE FIVE ATTRIBUTES OF EMOTIONAL INTELLIGENCE

Emotional intelligence (EQ) is the ability to identify and manage your emotions, as well as other people's emotions. Philip shall summarise the key 5 attributes of emotional intelligence, the benefits of each and how to improve them.



MAKE GREAT DECISIONS AND CREATE GOOD RELATIONSHIPS

Making a decision can be hard, especially if there is no clear, “right” answer. We always recommend that you trust your gut instincts, but getting feedback from people who care about you. However, it's important to remember that no one else is living your life; you are. You are the expert in your situation, and you are the only person who can decide what is right for you. Philip helps you and guides you in creating a plan on how you can build strong, positive relationships at work and in your personal life. You will understand the importance of why it's important to have good working relationships, and how to strengthen your relationships.

GET INFORMATION ABOUT THE BIOLOGICAL AND PHYSIOLOGICAL ROOTS OF EMPATHY

Empathy is an advanced, effortful, intellectual, and trainable attribute that involves cognition more than emotions and contributes for professional satisfaction and career development. Empathy is also a key ingredient of successful relationships because it helps us understand the perspectives, needs, and intentions of others. Philip shall explain what is empathy, how to show empathy, how to cultivate empathy, and exploring empathy.

KNOW HOW YOU CAN LEAD WITH SOCIAL INTELLIGENCE

The ability to understand and manage men and women and boys and girls, to act wisely in human relations." No one is born socially intelligent. Instead, it involves a set of skills that an individual learns over time. Philip shall share the skills and tools to display the core traits of social intelligence and how to develop social intelligence.



GET A GREAT INSIGHT ON HOW SOCIAL INTELLIGENCE AND EMOTIONAL SKILLS SUPPORT PRODUCTIVITY AND ORGANIZATIONAL HAPPINESS

Emotional intelligence helps you build stronger relationships and achieve your career and personal goals. It can also help you to connect with your feelings, turn intention into action, and make informed decisions about what matters most to you. Empathy is a skill we can build, just like a muscle. To build social awareness, you need to recognize the importance of mindfulness in the social process. Social awareness requires your presence in the moment.

Towards the end of the Emotional Intelligence Course you will be able to make choices that allow you to control impulsive feelings and behaviours, manage your emotions in healthy ways, take initiative, follow through on commitments, and adapt to changing circumstances. You will grow to be empathetic and socially comfortable.

DURATION:

1.5 hours each
(30 minutes follow up
after 2 weeks)

INVESTMENT:

INR 18,750
plus 18% GST

CERTIFICATION:

The British School of Etiquette - Emotional Intelligence
The Continuing Professional Development - CPD

THE BRITISH SCHOOL OF ETIQUETTE INDIA

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