

EMOTIONAL INTELLIGENCE FOR LEADERS

Do emotions have a place at work? Though we are led to believe that managers are there to manage and shouldn't have to deal with emotions, this course shows how emotionally intelligent leadership makes for better decision-making, greater influence, and improved workplace outcomes.

Incorporating the latest research in neuro-science and psychology, this fast-paced and information-filled course will allow participants to leverage their leadership style.

OBJECTIVES

At the end of this course, participants should be able to

- Identify powerful universal motivators
- integrate emotions appropriately into their approach to leadership and decision-making
- motivate staff for improved performance
- manage their own and others' emotions for better relationships in the workplace.

KEY TOPICS

- Four key skills of *Emotional Intelligence* (EI)
- The business case for EI
- EQ quiz: How emotional savvy are you?
- SCARF model: what motivates and de-motivates employees
- Cialdini's *6 Skills of Influence*
- How to switch emotional gears and stay focused on what's most important
- Practical applications
- How to build your EI

APPROACH

Self-assessment, small group discussion, and skill practice in addition to lecture, with a high level of participation. The emphasis is on building awareness as well as practical skills that can be implemented immediately in the workplace.

WHO SHOULD ATTEND?

Supervisors, managers, team leaders, and those about to enter the ranks of management.

LENGTH: One day