Emotional Intelligence in the Workplace

A 1 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION
Understanding your social and emotional behaviours and learning to manage your responses to particular situations will impact on your effectiveness at work. Research has shown that 90% of the difference between top performers and average performers is due to emotional intelligence factors. In this course, you will explore the nature and importance of Emotional Intelligence, the five core competencies of Emotional Intelligence and the significance for managers and leaders of applying Emotional Intelligence in the workplace.

LEARNING OUTCOMES
Participants who complete this course should be able to:
• Introduction to Emotional Intelligence
• Emotional Intelligence competencies of self awareness, self regulation, motivation, empathy and interpersonal skills
• Positive and negative emotions
• The relationship between emotions, thought and behaviour
• The role of empathy and trust in functional and supportive relationships
• Methods for changing emotional reactions to people and situations
• Personal Action planning for career progression

COURSE CONTENT
This course covers the following areas:
• Develop an awareness of Emotional Intelligence
• Explore emotional patterns in yourself and others
• Understand how to use emotion to facilitate thought and behaviour
• Manage your emotions and positively influence yourself and others
• Develop techniques to manage your emotions in challenging situations
• Learn strategies to enhance your ability to recognise and appropriately respond to the emotions of others

FOR MORE INFORMATION CONTACT
T. 08 8946 6065
E. shortcourses@cdu.edu.au
W. www.cdu.edu.au/shortcourses