

Working Effectively with Emotional Intelligence

What would it be like if we could recognise the behaviours and attitudes that energise us and others to achieve, if we could shape and harness emotional intelligence, if we could nurture and retune the enabling qualities that facilitate performance? How do you generate powerful, positive, developmental change for yourself and your organisation?

Emotional Intelligence (Ei) provides critical insights into people's behaviours, management styles, attitudes, interpersonal skills, and personal potential. Ei is one of the best predictors and indicators of work performance across organisations of all sizes and sectors. Leading academics define emotional intelligence as:

The capacity to achieve one's goals (particularly long-term goals) by:

- *being aware of one's emotions and their impact on behaviour and using this awareness to manage their behaviours;*
- *being sensitive to the needs of others; and acting in a conscientious and ethical manner.*

Higgs & Dulewicz

In this fun and highly participative workshop participants will understand the principles of this compelling development process and appreciate its value within a personal, professional and organisational context. What could your organisation do with people who think with clarity, who are emotionally composed, empathic and responsive, build positive relationships and are equipped with choices to make better decisions for better outcomes?

What is this course about?

The aim of this course is to introduce participants to the principles of Emotional Intelligence, to identify positive behaviours as a way to enhance individual potential (intrapersonal effectiveness) and to encourage collaborative working (interpersonal effectiveness).



Who is this for?

- Managers wanting to develop themselves and their teams
- Professionals involved in; people development, communications, assertiveness, negotiation, sales, customer or client care, management & leadership practice, coaching, mentoring
- HR & Organisational Development staff
- Professionals interested in personal & professional development and relationship development
- Anyone with an interest in developing themselves and their relationships through self awareness

What are the learning objectives?

At the end of this course participants will be able to:

- Explain the principles of Emotional Intelligence (Ei) and the range of emotional competencies highlighted in The Emotional & Social Intelligence Model (Hay Group)
- Demonstrate an awareness of their own personal attributes – by completing the Emotional & Social Competency Inventory self assessment questionnaire
- Explain and discuss models which promote Ei for interpersonal effectiveness in the workplace, emphasising the importance of building and maintaining good relationships
- Evaluate, through guided discussion, the potential benefits of empowering people to work collaboratively through Ei at individual and organisational levels.

How will participants benefit?

- Improves communication, empowering self and others
- Develops personal wellbeing, creating a supportive working culture
- Unleashes personal potential and creativity
- Broadens interpersonal skills and relationship capabilities
- Increases awareness of personal effectiveness
- Develops resistance to stress and friction with others

Follow up activity could include ongoing Personal & Professional Development.

About the University of Gloucestershire

Successful organisations are built on expert knowledge and dynamic skills underpinned by the right attitudinal approach and values that support organisational change, growth and sustainability. The University of Gloucestershire has a strong track record of delivering business related undergraduate, postgraduate and professional courses to support staff in professional, management and leadership roles.

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One day course

How to book

To book please visit:
www.glos.ac.uk/shortcourses

Duration

One day

Course Fee (per person)

£175 + VAT

Dates

Visit our website for the latest dates

Location

Park Campus
University of Gloucestershire

For directions go to:

www.glos.ac.uk/travel

Tutor

Angela Tomkins

Contact us

To discuss the course in more detail call the University of Gloucestershire's Centre for Enterprise and Innovation, tel: **01242 714104** or email shortcourses@glos.ac.uk



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