TRAINING OUTLINE

COURSE TITLE	How to Handle Emotions at Workplace
DURATION	1 day

Introduction

Emotional Intelligence is a workshop of self discovery. Exploring attitudes that allows one to be in excellence and be the best version of oneself. Be conscious of one's choice in being a victim or a victor in life. Understanding where one is right now is the key to unleashing one's potential. Embracing one's potential will allow one. To create the results that one desires. Emotional intelligence is a journey that begins with exploration and discovery. Emotional intelligence is an experiential journey.

Training Objective

- To develop participants' emotional intelligence by increasing self-awareness, self-management, and resilience in handling workplace challenges.
- To equip participants with practical strategies to manage emotions effectively, build positive workplace relationships, and enhance personal and professional performance.

Who Should Attend?

Managers, Team Leaders and Executives

Learning Methodologies

Interactive Lectures, Self-Assessment & Reflection Activities, Group Discussions, Case Studies, Role Plays & Simulations, Individual & Group Exercises, Experiential Learning Activities

Course Content

WHAT IS E.I

- Defining what EI is and how it serves one to be more effective creative a positive result with people.

SELF AWARENESS

- Presuppositions
- Beliefs and Values
- Emotions
- BED to OAR

SELF MANAGEMENT

- Thinking Patterns
- Power of optimism
- Reframing

SELF MOTIVATION

- Recharge, Rethink & Redirect our way to success physiology of excellence

EMPATHY

- Listen Positively to build Relationship
- Developing empathy
- Emphatic communication

RELATIONSHIP MANAGEMENT

- Being aware of your non-verbal communications
- 4 Social Cues
- Associating & Dissociating

ACTION PLAN

- Strategize and plan your communications
- Personal Commitment & Buddy Commitment

WHAT'S NEXT...

- Knowing what they want and how to achieve their desired goals