

Course Title: Emotional Intelligence: Achieving Leadership Success	Course Duration: 3.0 Days
Exam: Not Included	Exam Type: Proctored Exam
Qualification: Emotional Intelligence: Achieving Leadership Success Certificate	

# **Course Syllabus**

Emotional Intelligence: Achieving Leadership Success training course covers the following Modules:

### Module 1: The Basics of Emotional Intelligence

## Establishing a common definition of EQ

- EQ a measure of one's emotional intelligence
- Exploring intelligence as a multi-dimensional model

## The benefits of EQ in the workplace

- · Completing the EQ Appraisal
- Assessing your individual EQ baseline
- Applying EQ to become a more authentic leader

## Module 2: Self-Awareness: The Key to Emotional Intelligence

## **Expanding self-awareness**

- Balancing your brain's internal Advisors: Emotional, Rational, Intuitive, and Instinctual
- The impact of head, heart, and guts on behaviour
- 10 self-awareness strategies

# The value of the EQ Competency Model

- Evaluating a proven emotional competency model
- The core competencies: self-awareness, self-management, social awareness, and relationship management

## Appraising and interpreting your EQ

- Outlining your personal profile
- Determining your strengths and areas for development

## Module 3: The Competent Self-Manager

## Recognising and affirming your emotions

- Benefiting from being honest and open with yourself
- Expanding your behavioural repertoire for personal effectiveness
- Emphasising the importance of personal congruency



• Increasing the range of your emotional vocabulary

## **Developing personal authenticity**

- Demonstrating authentic leadership through your actions
- · Balancing personal effectiveness through greater control and flexibility of your emotional responses

## Module 4: Leading With Courage

#### Applying EQ best practices

- Differentiating between managers and leaders
- · Gaining insight into your leadership courage
- · Consciously thinking as a leader

#### Taking control of your negative self-talk

- 10 self-management strategies
- · Banishing self-disempowering words
- · Reframing ineffective language
- · Disputing unhelpful thought processes

#### Module 5: Interpersonal Effectiveness: Social Awareness and Relationship Management

#### Reading the emotional landscape

- · Recognising and valuing the emotions of others
- Expressing authentic thoughts and feelings
- Reflecting and paraphrasing for effective listening

# Creating a productive team environment

- Practising self-disclosure to improve relationships
- Applying the Johari Window framework
- Leveraging active listening techniques
- · Responding thoughtfully to difficult people

### **Facilitating effective communication**

- Applying strategies for managing relationships
- Creating a favourable emotional landscape
- · Actively engaging the emotions of others
- Matching your words with your body language

### Module 6: Building an Emotionally Intelligent Team

#### **Building strong teamwork**

- Establishing group norms that bring out the best in teams
- · Constructively managing your workplace anger
- Facilitating emotional honesty and trust

### Balancing individual team member roles

- · Handling strong emotional reactions
- · Motivating others through authentic leadership



• Fostering employee engagement and morale

## Module 7: Applying Emotional Intelligence

#### Practicing emotionally intelligent leadership

- Creating the climate for performance excellence
- · Acting on personal insights and breakthroughs
- Adopting effective leadership behaviors and attitudes
- Exemplifying emotional self-control
- · Moving forward with your EQ plan

#### **Course Overview**

Our three-day Emotional Intelligence: Achieving Leadership Success training course, through self-management tools and techniques, will provide you with the strategies to manage your emotions, respond usefully to the emotions of others, and improve personal effectiveness and team performance.

# **Course Learning Outcomes**

Emotional Intelligence: Achieving Leadership Success training course will teach attendees how to:

- Develop greater self-awareness and strengthen your leadership.
- Apply four core emotional intelligence competencies to achieve results.
- Demonstrate the attributes of an emotionally intelligent leader.
- Respond to difficult people by inspiring and fostering respect.
- Build and maintain an emotionally intelligent team.

## **Audience**

Emotional Intelligence: Achieving Leadership Success training course will benefit all attendees regardless of profession.

## **Entry-Level Requirements**

Our Emotional Intelligence: Achieving Leadership Success training course recommends attendees to have some experience in a leadership role.

## Recommended Reading

There is no recommended reading for Emotional Intelligence: Achieving Leadership Success training course

## What's Included

Our Emotional Intelligence: Achieving Leadership Success training course contains the following:

- 3-day instructor-led training course
- Action plan included
- · After-course instructor coaching benefit



- Learning Tree end-of-course exam included
- · Pre-reading
- Course Manual
- Quizzes
- Exercises

## **Exam Information**

Emotional Intelligence: Achieving Leadership Success Exam:

• Format: Multiple Choice

Questions: 40Pass Mark: 70%

### **What's Next**

Attendees may enjoy our three-day Developing Your Leadership Voice For Presence And Impact training course.

Our Developing Your Leadership Voice For Presence And Impact training course will help attendees become proficient in the following:

- Adopt a strategic process and framework for leading change.
- Communicate effectively to successfully implement change.
- · Apply a strategic approach to communication and planning.
- Inspire and motivate others to support change.
- Skilfully handle challenging situations.

## **Additional Information**

Our Emotional Intelligence: Achieving Leadership Success training course offers several benefits to individuals and organisations including but not limited to:

- **Improved Communication**: IT professionals with high emotional intelligence have better communication skills, enabling them to express themselves clearly, listen actively, and understand the needs and perspectives of others.
- Enhanced Collaboration and Teamwork: Emotional intelligence fosters empathy, understanding, and cooperation among team members.
- Effective Leadership: Emotional intelligence is crucial for IT leaders to inspire and motivate their teams.
- Adaptability and Resilience: The IT industry is constantly evolving, and professionals need to be adaptable and resilient. Emotional intelligence enables IT professionals to manage change, handle setbacks, and maintain a positive mindset.
- Stress Management and Well-being: The IT field can be stressful, with demanding deadlines and high-pressure situations.

  Emotional intelligence helps IT professionals manage stress, regulate their emotions, and maintain a healthy work-life balance.
- Conflict Resolution: Emotional intelligence equips IT professionals with the skills to manage conflicts and disagreements
  effectively.