PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

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: 40
- Pass 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.