

Emotional Intelligence

Emotional intelligence is now regarded as a key ingredient for professional and personal success. More and more emphasis is now placed on how well we handle ourselves and each other..

Some people may think that emotional intelligence is about being nice to people, that somehow being soft or submissive will achieve better influence with others. Nothing could be further from the truth.

“Emotional Intelligence is the ability to identify, use, understand and manage emotions to reduce stress, communicate effectively, empathise with others, overcome challenges, confront issues and defuse conflict”

High emotional intelligence means being able to recognise your own emotional state and the emotional states of others. The use of this understanding allows you to build better relationships, achieve greater success and overall effectiveness.

This program addresses not only the “why to” of emotional intelligence, but also the “how to” and “want to”, to build personal confidence, self esteem and assertiveness through enhanced interpersonal communications, greater self awareness with the ability to read and influence others effectively.

RECOMMENDED FOR:

This program has universal appeal and is ideal for anyone who seeks to improve their ability to gain control of their emotions, read and influence others more effectively and achieve more in personal and professional life. The concepts developed have immediate and practical application to the realities of the Australian business environment and beyond. Emotional Intelligence is important for personal growth and better relationships..

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Awareness of what Emotional Intelligence means and how it impacts on performance in all areas of professional and personal life.
- Understanding of the 5 core EI skills and how to use them to be more sensitive to others, establish better relationships, maintain personal emotional control and increase personal effectiveness.
- Specific interpersonal skills to positively influence others through improved assertiveness, self awareness, empathy and flexibility.
- Practical strategies to cope with difficult situations through self analysis, personal behaviour choices through the application of emotional intelligence principles.
- Understanding of the higher order Emotional Leadership skills.
- Techniques to effectively apply core skills of knowing yourself, reading others, maintaining control, perceiving accurately and with flexibility.
- Knowledge of the social management and personal responsibility in exercising emotional intelligence principles with others.
- Self assessment to create an action plan to implement at work

PROGRAM OPTIONS

- Workshop – Full or Half Day – Supported by workbook / manual
- Seminar / Conference Presentations also available

PROGRAM CONTENT

What is Emotional Intelligence?

- Emotional Intelligence is the ability to identify, use, understand and manage your emotions in positive and constructive ways. It allows you to positively engage with others for better understanding and relationships.

Why is Emotional Intelligence Important?

- In addition to academic qualifications understand why organisations seek people who know how to manage their emotions and influence others.

The Skill of Self Awareness (Knowing yourself)

- How to recognise your own emotions and how they affect your thoughts and behaviour, to know your strengths and weaknesses to build self confidence.

The Skill of Self Management (Maintaining control)

- How to control impulsive feelings and behaviours to manage emotions in positive and effective ways, to take initiatives, adapt to changing circumstances and follow through on commitments.

The Skill of Social Awareness (Reading others, perceiving accurately)

- How to understand the emotions, needs and concerns of other people. How to pick up on emotional cues, feel comfortable and recognise the power dynamics in the group or organisation.

The Skill of Relationship Management (Communication & Influence)

- How to use emotional intelligence concepts to develop and maintain good relationships through clear communications, work well in a team, manage conflict and influence others effectively.

The Higher Order Skills of Emotional Intelligence

- Beyond the core skills, a further set of higher order skills need attention to enhance high level management and leadership performance. These skills include taking responsibility, generating choices, embracing a clear vision, having courage and demonstrating resolve for achievement.

Emotional Intelligence and Influencing Others

- Emotional Intelligence embraces the effective skills of influence, including attentive listening, probing with questions to verify understanding, reading non verbal language, assertiveness and explaining skills for real clarity.

Self-esteem, Self-image, Attitudes, Beliefs and Responsibility

- Key concepts on the role that self-esteem and self-image play in the ability to manage personal performance. How the impact of work-group culture, self-perception, attitudes and beliefs influence how we respond to others. Options on behaviour choices and taking personal responsibility for reactions.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic “how to” approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers..

“Terrific...Really makes you challenge your way of thinking.”

Mal Gillies, Senior Manager, Westpac Sydney NSW Solutions

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com



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