



EMOTIONAL INTELLIGENCE

VENUE

Ground Floor Training Room
31 Princess of Wales Terrace
Parktown, Johannesburg, 2193

Courses are also offered in Durban on a regular basis.

On-site training for groups of 20 or more will be considered, subject to viability.

COURSE FEE

R 1,330 incl VAT(Non-WHC)

R 800 excl VAT(WHC Divisions)

COURSE DURATION

1 day (Start and end times may vary slightly, confirmation will be provided on registration)

BOOKING

Please contact us at:

+27 11 274 9256/9327/9200

training@academicadvance.co.za

<http://www.academicadvance.co.za>

INTRODUCTION

Emotional intelligence is one of the biggest predictors of performance in the workplace and a strong driver of leadership and personal excellence. It is the ability to identify and manage own emotions and recognise the emotions of others. It's a critical factor in personal and professional success.

"In a study of skills that distinguish star performers in every field from entry-level jobs to executive positions, the single most important factor was not IQ, advanced degrees, or technical experience, it was EQ. Of the competencies required for excellent in performance in the job studies, 67% were emotional competencies." — Daniel Goleman

COURSE OUTCOME

Delegates will have a better understanding of:

- Emotional intelligence as a driver of leadership and personal excellence
- The importance of self-awareness as a building block for emotional intelligence
- The skill attributes required for self-management
- Empathy, organisational awareness and service orientation as key components of social awareness
- Effective social or people skills to improve working relationships and boost productivity
- Insight into own development areas and strengths

TARGET AUDIENCE

Individuals at all levels who want to understand and develop their emotional intelligence skills, highly recommended for team leaders, supervisors and managers.

