

Working with EQ 1

Is it difficult for your teams to manage emotions and maintain a positive attitude in stressful situations? How well can they use their emotional intelligence to work effectively with others?

This essential course will build strong foundations in EQ. Your team members will be more aware of different emotions and patterns and manage them in a range of workplace situations. Your teams' thinking and decision-making process will improve, enhancing productivity and connections with others. As a result, your organisation will strengthen



Objectives	Benefits
<ul style="list-style-type: none"> Adopt an aware, optimistic and resilient mindset in challenging and stressful situations to enhance outcomes 	<ul style="list-style-type: none"> Participants will be better able to manage their emotions, improving ability to work more productively in challenging, stressful situations
<ul style="list-style-type: none"> Use an emotionally intelligent thinking process to work productively in complex situations 	<ul style="list-style-type: none"> Stakeholders will improve working relationships through enhanced communication, collaboration and decision-making processes
<ul style="list-style-type: none"> Maintain positive and supportive working relationships with a diverse range of stakeholders 	<ul style="list-style-type: none"> Your organisation will benefit from stronger relationships and stakeholder engagement, especially useful during times of change and uncertainty

- Establishing level course: build strong foundations
- No experience needed
- Minimum upper-intermediate (B2) level English

Working with EQ 1- Course outline

Module	Competency
EQ essentials <ul style="list-style-type: none">Understanding the benefits of EQ in the workplaceEvaluating your current EQ practice and setting personal goals	<ul style="list-style-type: none">Set goals to improve EQ skills by analysing behaviour against criteria for effective performance
EQ: developing emotional awareness <ul style="list-style-type: none">Identifying how primary emotions make you feel and behaveAnalysing the meaning behind primary emotions	<ul style="list-style-type: none">Understand your emotional responses to primary emotions in workplace situations
EQ: understanding your patterns of behaviour <ul style="list-style-type: none">Identifying your triggersIdentifying your patterns of behaviour	<ul style="list-style-type: none">Understand your triggers and patterns of behaviour to build greater self-awareness
EQ: navigating your emotions <ul style="list-style-type: none">Understanding how intense emotions impact behaviourUsing techniques to defuse intense emotions	<ul style="list-style-type: none">Navigate your emotions to make better decisions
EQ: evaluating the impact of choices <ul style="list-style-type: none">Weighing up the costs and benefits of negative outcomesIdentifying different ways to achieve more effective outcomes	<ul style="list-style-type: none">Evaluate the costs and benefits of your choices to make more meaningful decisions
EQ: finding your inner drive <ul style="list-style-type: none">Identifying what drives and stops your motivationUsing strategies to increase your motivation	<ul style="list-style-type: none">Connect with your internal drivers to increase your motivation and engagement
EQ: demonstrating empathy <ul style="list-style-type: none">Noticing and connecting with other people's feelingsCommunicating empathy	<ul style="list-style-type: none">Show concern for people's feelings through non-verbal and verbal communication
EQ mini-clinic <ul style="list-style-type: none">Evaluating EQ against essential practicesSetting goals and action planning	<ul style="list-style-type: none">Develop plans to achieve EQ goals in the workplace by selecting tools and techniques for effective performance