



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Emotional Intelligence & Personal Mastery

Overview

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behaviour.

Objectives

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.

Course Prerequisite

None

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions

Who should attend?

All staff members

Course Outline

This course consists of the following 10 modules

Module 1	What is Emotional Intelligence / The importance of Emotions / Emotions and the Brain / Models of Emotional Intelligence / Goleman's EI Competencies / Self Awareness / Self-Management (Self-Control, Reflection, Reframing, Trustworthiness, Conscientiousness, Adaptability) / Social Awareness (Empathy, Awareness and Acknowledgement, Sensitivity) / Social Skills (Influence, Leadership, Communication, Change, Conflict, Teamwork & Collaboration)
Module 2	Skills in Emotional Intelligence / How to Accurately Perceive Emotions / Understand Emotional Meanings / Manage Emotions
Module 3	Verbal Communication Skills / Focused Listening / Asking Questions
Module 4	Non-Verbal Communication Skills / Body Language – The signals you send to others
Module 5	Social Management & Responsibility / Benefits of Emotional Intelligence / Decisions / Relationships / Health / Articulate your Emotions Using Language
Module 6	Tools to Regulate your Emotions / Seeing the Other Side / Self-Management & Self-Awareness / Giving in Without Giving Up
Module 7	Gaining Control / Using Coping Thoughts / Using Relaxation Techniques
Module 8	Understand Emotions and How to Manage Them in the Workplace / Role of Emotional Intelligence at Work / Disagreeing Constructively
Module 9	Optimism / Pessimism / The Balance between Optimism & Pessimism
Module 10	Making an Impact / Creating a Powerful First Impression / Assessing a Situation / Being Zealous without Being Offensive

Additional Information

Duration	1 Day	
Includes	<ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) 	<ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire