



Emotional Intelligence

HR, Leadership and Team Management Skills



Introduction

Emotional intelligence was first talked about in the 1970s but has recently had a comeback, with more business leaders now appreciating the need to focus on building relationships to be successful.

In this module, delegates will be introduced to the concept of emotional intelligence. Delegates will walk away with a better understanding of their strengths and weaknesses and a plan of how to best apply this knowledge.



Course Duration

SSG offer this module as part of a full or half day course which can be delivered as a classroom or virtual course.



Course Attendees

This course is suitable for SME owners, directors, senior managers, team leaders and supervisors.



Course Programme

- What is emotional intelligence?
- Guided self-reflection
- How to use your EQ to lead and influence people

On completion of the course delegates will be able to:

- Understand the theoretic principles of emotional intelligence
- Identify their personal levels of emotional intelligence
- Formulate an action plan on the back of the results of their self-analysis
- Appreciate the importance emotional intelligence has on their leadership capabilities
- Decide next steps of personal development



Training Certification and Assessment

Following successful completion of training, SSG course attendance certificates will be issued which are valid for three years. It is recommended that certification is renewed every three years to ensure those persons responsible are kept up to date with best practices.



Suggested Follow on and Complementary Courses

This module can be combined with other subjects for a half or full day course. Please contact our Customer Service team for more information.