



**Length: 2 Days (8:30 – 16:30)**

## ABOUT THIS TRAINING

According to the World Economic Forum, Emotional Intelligence is one of the 10 Essential Skills needed for the jobs of the future. This practical workshop teaches the basics of emotional intelligence, how to use emotions to make better decisions, solve problems and cope with change.

## WHO SHOULD ATTEND

Suitable for all staff who would like to develop their professionalism and excel in their role by improving their EQ.

## WHAT WILL I LEARN?

- Analyse your emotional strengths & weaknesses
- Learn how to use EQ for improved decision making and problem solving
- Analyse the relationship between EQ and self-awareness
- Develop strategies for better self-control, self-regulation and personal balance
- Learn how to manage your emotional impulses to better handle stress
- Understand how to use empathy and emotional connection for better results
- Apply techniques for responding to situations in an emotionally intelligent manner

## COURSE OUTLINE

### Module 1: Principles of Emotional Intelligence

- Understanding the physical impact of emotions
- Why we can't ignore or hide emotions
- How to make a rational decision using EQ

### Module 2: Self-Awareness in Practice

- Locus of control – emotional responsibility and personal power
- Enhancing self-esteem and confidence to command results
- Eliminating limiting beliefs that hold you back

### Module 3: Techniques for Self-Management and Emotional Control

- The five elements of self-control
- The impact and management of stress
- The effect of trust in communication and performance
- The language of non-verbal communication in expressing emotions
- Empathy and the need for emotional connection
- Working from different perceptual positions to negotiate effectively

### Module 4: Building Relationships

- Developing positive coping mechanisms
- Understanding motivation and what influences behaviour
- Analysing team fundamentals that affect performance

# Pricing

## WHAT'S INCLUDED:

- A trainer who is a subject matter expert
- A comprehensive learner guide packed with practical tips (PDF for virtual / printed for face-to-face training)
- Digital certificate of attendance
- Post-training Trainer Report

## WHAT THE CLIENT WILL PROVIDE:

Option1: Virtual Instructor Led Training	Option 2: Face-to-Face Training
<ul style="list-style-type: none"> <li>• Fast, reliable internet connection</li> <li>• Computer / laptop for each participant - capable of using the meeting software (Zoom or Microsoft teams) and fitted with a microphone and camera</li> <li>• Printing facilities - should the delegates wish to print their course material before the training</li> </ul>	<ul style="list-style-type: none"> <li>• The training venue, refreshments, and meals for the delegates and the trainer</li> <li>• All audio-visual equipment: data projector, flipchart/whiteboard and pens</li> <li>• Pen and paper for the delegates</li> <li>• Trainer's air or road travel (@R 3.50 pkm) expenses and accommodation for training further than Johannesburg or Pretoria.</li> </ul>

## PRICING TABLE 2 DAY TRAINING COURSE:

Number of Delegates	Price per delegate for 2 Day Training Course (excl. VAT)	Total cost per group based on the number of people attending (excl. VAT)
4	R 6 510	R26 040
5	R 5 208	R26 040
6	R 4 340	R26 040
7	R 3 802	R26 614
8	R 3 396	R27 168
9	R 3 080	R27 720
10	R 2 832	R28 320
11	R 2 606	R28 666
12	R 2 454	R29 448
13	R 2 308	R30 004
14	R 2 184	R30 576
15	R 2 076	R31 140
16	R 1 980	R31 680
17	R 1 900	R32 300
18	R 1 826	R32 868
19	R 1 760	R33 440
20	R 1 700	R34 000

\*Terms & Conditions Apply. Prices change depending on number of delegates trained. Please request a formal quotation.