

EMOTIONAL INTELLIGENCE

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Emotional Intelligence:

Emotional intelligence is a skill that refers to one's ability to understand, process, and express one's feelings while also recognizing and being able to engage with the feelings of others.

Course outline:

Introduction to EI

- What is EI?
- What constitutes the EI framework?
- What is the difference between IQ & EQ
- What are EI competencies?
- "Emotional Intelligence Quiz" to know how you are faring on the emotional intelligence

Self-Awareness

- What is emotion?
- Why are we emotional?
- How does "Emotional Hijacking" take place?
- How does the brain process emotions?
- How does the brain perceive the world?

Self-Management

- How to take advantage of the power of optimism?
- How to manage your anger effectively?
- How to control your worry?

Self-Motivation

- How to motivate yourself?
- How to avoid apathy?
- How to be creative?

Empathy

- How to have empathic communication with others?
- What is the physiology of empathic communication?

Social Awareness

- How to have effective group interactions?
- How to listen positively?
- What are the "Negative Listening Types"?
- How to raise your social awareness through listening

Relationship Management

- What are the "Six Human Needs"?
- How to recognise others' needs & desires?
- How to categorise people based on their needs to make useful conclusions on follow up actions?

By the end of this course the delegates will be able to:

- Identify the main EI competencies and know how each area can contribute to your personality and interaction with others
- Recognize and understand your moods and emotions and their effect on others
- Manage and regulate your emotions to make sure they don't disrupt your behavior.
- Control and guide your emotions so you can achieve more, boost yourself and vastly increase your productivity
- Establish rapport with others and improve the effectiveness of your communication
- Understand others' feelings when interacting with them and become a trusted person in their network
- Understand others needs systematically and respond accordingly to get maximum results in your interactions with them

Duration: 6 hours
(One day)

About us:

Your Own Institute of Training and Professional Development is established in 2021 with the approval from DED and KHDA- Dubai.

A set of experienced Educational Experts, world class Trainers and Professional consultants who know the need and pulse of the working force, are behind this venture. This Institute is developed after doing immense market survey from the working force and the Corporates. We collected feedback from them and realised what they want exactly to upgrade in their professional career.

As the name suggests it is 'YOUR OWN INSTITUTE'. We are committed 100% Customer happiness. Excellent consultation, career counselling based on TNA and world class training are our highlight.

We at YOI, offer you a wide range of Professional courses. Whichever field you are working, we have a course for your Professional Development. We provide a complete exam preparation for Professional courses like ACCA, CIMA, CMA, CPA, CIA, CFE, CAMS, IATA courses, international HR Certifications, PMP, Six Sigma, NCMA programs and many more. Besides these, we have KHDA certificate programs on Airline and travels, Accounting and finance, Engineering, IT, Languages, Logistic and Supply chain and courses related to Management. All these courses are approved globally & attracts employment opportunities from Multinational companies.

We at Your Own Institute also provides excellent coaching and training for the Corporates. We have a team of Professionals who can tailor made and customize the programs for you in a very affordable budget and we guarantee your satisfaction as an end result. We also offer you one day and two-day workshops to upgrade the skills of your employees.

We are offering both Online and on-site classes. We are open to conduct the classes at our premises, your company premises, Hotels or any venue according to your convenience. We guarantee on quality and satisfaction on every situation.

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