

Understand & Develop Emotional Intelligence

Darwin

**Human Resource &
Computer Academy**

training for your future

GENERAL INFORMATION

Duration:

Full Day: 8:30am - 4:30pm

Investment:

\$445 GST-Exempt
Includes training reference material

Who should attend?...

If you need to identify the impact of your own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes.

For bookings contact:

Tel: (08) 8941 2344
Training@dhrc.com
www.dhrca.com

COURSE CONTENT

Section 1: The Impact of your own Emotions

- What is Emotional Intelligence?
- The effects of Emotional Intelligence
- Testing Emotional Intelligence
- Self-assessment
- Stress and Stress Management
- Emotional Triggers

Section 2: Recognising Emotions in Others

- Emotional states
- Emotional cues
- Expressions
- Cultural differences
- Expression of thoughts and feelings

Section 3: Developing Emotional Intelligence

- Developing Emotional Intelligence in 7 steps
- Consideration of emotions in self and others
- Decision making
- The skills to develop
- Communication techniques

Section 4: Utilise emotional intelligence to maximise team outcomes

- Workplace outcomes
- Positive emotional climate
- The culture of an organisation

In Class

- Test Your emotional intelligence
- Helpful handouts and resources
- Activities to develop your emotional intelligence

Suite 2/2 Shepherd Street, Darwin
GPO Box 1815, Darwin, NT 0801

COURSE OUTLINE

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