



Certificate in Behavioural Management and Emotional Intelligence

Managing Relationships Effectively with Others

► Upcoming Sessions

20-24 May 2024	Dubai - UAE	\$5,950
24-28 Jun 2024	Dubai - UAE	\$5,950
19-23 Aug 2024	London - UK	\$5,950
23-27 Sep 2024	Dubai - UAE	\$5,950
07-11 Oct 2024	Istanbul - Turkey	\$5,950
11-15 Nov 2024	London - UK	\$5,950
13-17 Jan 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

Have you ever wished that you will be a happier person and a more impactful leader? In this highly interactive Anderson training course, you will develop the art and science of managing yourself and managing others. You will learn the latest scientific breakthroughs on the science of managing your emotions. Leaders who can touch the hearts of their employees will help their organizations achieve the required goals and become more productive managers.

This Anderson training course will feature:

- Insights into emotional intelligence
- Importance of behavioral management
- Handling conflicts
- Key leadership skills for workplace success
- Managing pressure in the workplace

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Identify your personal behavioral style
- Develop an awareness of others' behavioral patterns
- Recognize the benefits of emotional intelligence
- Discover how to manage your emotions
- Identify techniques for dealing with difficult behaviors

Designed for

This Anderson training course is suitable for:

- ▶ Individuals in leadership roles
- ▶ Individuals being groomed for leadership
- ▶ Individuals working together in teams
- ▶ Any person actively involved in interacting with others
- ▶ Any person interested to learn more about behavioral patterns

▶ **Training Details**

Day One: Learning a Different “Smarts”

- ▶ IQ and EQ defined
- ▶ Intrapersonal and Interpersonal skills
- ▶ Emotional Intelligence in the workplace
- ▶ Your personality style
- ▶ Understanding and validating emotions in others
- ▶ Emotional intelligence for behavioral management

Day Two: Behavioral Management for Workplace Success

- ▶ Getting organized for peak performance
- ▶ The power of behavioral change
- ▶ How to change our perspective
- ▶ Setting goals for behavioral management
- ▶ Stopping procrastination
- ▶ Workload analysis for time management

Day Three: Communication for Conflict Resolution

- ▶ Understanding conflict
- ▶ To talk or not to talk
- ▶ Preventing conflict problems
- ▶ Core reasons for conflicts
- ▶ Assertive anger for handling conflicts
- ▶ How to de-stress during conflict

Day Four: Self-esteem for Achieving Success

- ▶ Stages of human development
- ▶ Self-esteem definition
- ▶ Building confidence in others
- ▶ How to create positive impressions
- ▶ Increasing your self-esteem
- ▶ Controlling your thoughts

Day Five: Managing Pressure with Emotional Intelligence

- ▶ Causes of workplace pressure
- ▶ Identifying pressure points
- ▶ How to recognize others' emotions
- ▶ Coping with stress
- ▶ Expressing yourself while under pressure
- ▶ Developing a personal action plan

▶ **The Certificate**

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

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