



Essentials of Emotional Intelligence to Improve Decision Making

The Theory and Practice of Human Behaviour

► Training Details

Online Training Course Overview

Do you want to learn the secrets of excellent communication? Understand how and why great decision making is a key attribute in the workplace today?

A successful business is made up of great people and emotional intelligence is the key to understanding and relating to people more effectively. This popular Anderson online training course offers delegates opportunities to try out new practices and techniques to evaluate and enhance their emotional intelligence

Online Training Course Objectives

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

- Analyse their current emotional intelligence levels and identify areas needing improvement
- Use all 5 elements of emotional intelligence successfully
- Gain clarity around decision making criteria and processes
- Appreciate the impact of their decisions on others
- Plan and prepare their communication more effectively
- Use the right method of communication for the appropriate person and purpose

Designed For

This Anderson online training course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who aspire to evaluate and develop their emotional intelligence
- Current leaders who seek to refresh their emotional intelligence and decision-making skills
- High Potential employees being fast tracked for leadership

► Training Details

Day One: Emotional Intelligence - Knowing yourself

- Defining emotional intelligence and its benefits
- Identifying the 5 elements of emotional intelligence
- Evaluate your own levels of emotional intelligence
- Using the 3 aspects of self-awareness in daily life
- Understanding your own and others temperament styles
- Self-regulation - developing self-discipline with insights from neuro-biology
- The 3 functions of consciousness - how to resolve inner conflicts

Day Two: Emotional Intelligence at Work

- ▶ Motivating yourself and others
- ▶ What does an emotionally intelligent workplace look like?
- ▶ Developing social skills and empathy
- ▶ What is ego and how does it affect our relationships?
- ▶ Applying the principles of emotional intelligence in work-related scenarios
- ▶ How emotions and feelings differ and why it matters more than anything
- ▶ How to remain calm and effective in the face of changes and challenges

Day Three: The Emotionally Intelligent Communicator

- ▶ The 4 different styles of communication
- ▶ How to manage insecurity and irritation before it affects our interactions
- ▶ How to be more assertive with anyone – even narcissists!
- ▶ How to find win-win solutions in conflict situations
- ▶ How to give and receive feedback – negative and positive
- ▶ Demonstrating confidence and credibility through body language

Day Four: Emotional Intelligence and Decision Making

- ▶ How your temperament influences your decision making
- ▶ What is cognitive bias and how to overcome it
- ▶ Intuitive and rational decision making – when to use which
- ▶ Vroom-Yetton Decision Making Model – helping you decide how to decide
- ▶ Rational and Intuitive decision-making techniques and models
- ▶ Making group decisions

Day Five – Self and Time Mastery

- ▶ How our emotions and temperament affect our ability to manage time
- ▶ Creating a programme to achieve work goals and maintain personal balance
- ▶ Flow Theory – how to achieve peak states at work
- ▶ Reducing mental, emotional, and physical stress
- ▶ Creating a workplace that nurtures well-being
- ▶ Where to next? Developing a plan for continuous learning

▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
11:00 - 12:30	:	First Session
12:30 - 12:45	:	Break (15 minutes)
12:45 - 14:15	:	Second Session
14:15 - 14:30	:	Break (15 minutes)
14:30 - 16:00	:	Third Session

▶ The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training 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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