



Essentials of Emotional Intelligence to Improve Decision Making

The Theory and Practice of Human Behaviour

► Upcoming Sessions

11-15 Dec 2022	Online	\$2,350
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► 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

Online Training Course Outline

Amongst a wide range of valuable topics, the following will be prioritised:

- ▶ Understand what emotional intelligence is and why it is so important in business today
- ▶ Evaluate your own levels of emotional intelligence
- ▶ Compare emotional intelligence with other forms of intelligence
- ▶ Identify 5 elements of emotional intelligence
- ▶ Applying the principles of emotional intelligence in work-related scenarios
- ▶ Discover how emotional intelligence can aid decision making
- ▶ Use a process to plan decision making
- ▶ Follow a structure for making effective decisions
- ▶ Relate to and communicate with different people in different ways using EI
- ▶ Action plans

► Preview

10:30 - 11:00	:	Welcome, Setup, Registration
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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

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