

Developing your Emotional Intelligence

Course Duration: 1 Day



Course Overview

Emotional Intelligence describes the ability to understand one's own feelings as well as that of other people and groups and how these emotions can influence motivation and behavior. The concepts of Emotional Intelligence have been around since at least the 1900's; however, the term was first introduced by Wayne Payne in 1985.

As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes the research on the topic has continued to gain momentum. This course explores those concepts and is essential for anyone wishing to gain a better understanding of themselves and how to better related with others.

Workshop Objectives:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy
- Understand, use and manage your emotions
- Verbally communicate with others
- Successfully communicate with others in a non-verbal manner
- Identify the benefits of emotional intelligence
- Relate emotional intelligence to the workplace
- Balance optimism and pessimism
- Effectively impact others



Further information

For further information about this course please contact an AGT Learning & Development Consultant on 1300 784 408
A full list of courses can be found at www.agt.edu.au

