



Emotional Intelligence at Work

What's this about?

Emotions matter for good work, good teams and good relations. EI skills like self-control, connectivity and empathy are essential to creating positive, happy and productive climates at work. When they're not there, we notice.

It's just as important for staff to learn to manage emotions as it is for leaders. This lively 1-day seminar introduces staff to what EI is, why it matters for constructive behaviour and being a good team player, and how to apply 5 essential EI practices to improve relationships, manage moods positively and work in better with others.

You'll learn how to...

- Identify the impact emotions have on your work ability
- Manage moods and control negative emotions
- Deal better with difficult emotional moments
- Cope better with stress, pressure and the demands of change.
- Enhance your ability to get along with others

What we cover...

- EI at work – what it is and why it matters
- How feelings affect you, others and your work approach
- Hidden costs of toxic emotions at work
- Work 'SMART' – the 5 EI work practices
- Emotions are catchy: which ones do you bring to work?
- Attack of the Amygdalas! Handling emotional hijacks
- Finding feelings & what to do with them when you do
- Emotional self-responsibility – owning up to your feelings
- How moods manage me or should it be the other way?
- Dealing with disruptive emotions: anger, anxiety & apathy
- Empathy – connecting with heart
- Productive EI states – optimism, hope, focus, flow

Is this right for you?

If you're a manager or team leader this course is NOT for you – you'd benefit more from our EI programs for leaders.

EI at WORK is for non-managerial STAFF from all walks of life who want to learn about using EI as an effective tool for personal enrichment, performance improvement and enhanced quality of life at work and at home. It's particularly beneficial for work colleagues or even whole teams to attend together.



“EI at Work made me feel stronger as a person in working with others. It helped me recognise and understand my feelings, how I portray emotions towards others and how it affects my work relationships. It helped me learn how to deal with my emotions so I can effectively deal with others and my work relationships. I found all tools useful and great methods used in all aspects of the training.” Bronwyn Minniecon, Qld Department of Communities

Course Features...

- Complete the 5-SMARTS EI Quiz to track your emotional habits & what you need to work on
- Practise tools to take control of your feelings, exercise emotional self-responsibility and get along better with others
- Comes with a 100-page self-coaching guide with 20 tools to help you relate with more EI at work.

Course Details...

Duration: 1 day

Fees: \$475 per person – Discounts available

Locations & Dates: See our 2013 Course Calendar attached and on-line

A lively seminar for staff to apply 5 EI-Smart work practices to improve relationships & behaviour