

# Academy of Training

## **Emotional Intelligence : Building Stronger Workplace Relationships**

### **Overview**

Emotional Intelligence (EI) is the ability to recognise, understand and manage our own emotions while also effectively perceiving and influencing the emotions of others. It encompasses self-awareness, self-regulation, social awareness and relationship management. This forms the foundation for effective communication, decision-making, and interpersonal relationships.

This programme introduces participants to the core concepts of Emotional Intelligence (EI) and its practical application in daily life and work. Through interactive activities and discussions, attendees will develop a deeper understanding of emotional awareness and regulation, leading to improved communication, collaboration and working relationships.

### **Objective:**

The objective of this one-day workshop is to equip participants with foundational knowledge and skills to recognise, understand and manage their emotions and those of others for enhanced personal and professional relationships.

### **Content:**

The topics covered in this workshop include:

- Understanding Emotional Intelligence
- Definition and importance of EI
- The four key components of EI : Self-awareness, self-regulation, social awareness and relationship management
- Self-Awareness and Self-Management
- Identifying emotions and their impact on behaviour
- Strategies for emotional regulation and stress management
- Social and situational awareness
- Building empathy and understanding others' perspectives
- Reading non-verbal cues and managing interpersonal dynamics
- Relationship Management
- Effective communication and conflict resolution
- Enhancing collaboration and teamwork.

### **Resultant Benefits:**

On completion of the workshop, participants will have gained greater self-awareness and emotional control leading to enhanced communication and interpersonal relationships. This will lead to increased empathy and understanding of others' emotions, supported by practical tools for managing workplace relations more effectively.

