



Derek Hendrikz Consulting Presents:

# Emotional Intelligence

Duration:	3-days
Max. Participants:	20
Facilitators:	1
SETQAA Accreditation:	Services SETA – Decision Number 2072

## About the workshop:

Emotional intelligence (EQ) refers to our ability to relate to ourselves and to other individuals and groups. Emotional intelligent people are effective in their personal and professional lives. In a nutshell, EQ lays the foundation for self-motivation, persistence, mood-management, and overall effective personal and business decision-making. The programme focuses on intrapersonal and interpersonal effectiveness and consists of the following modules:

### *Intrapersonal Effectiveness:*

1. Self-image
2. Locus of Control
3. Stress Management
4. Anger Management
5. Flexibility

### *Interpersonal Effectiveness*

6. Emotional Support
7. Assertiveness
8. Conflict Management
9. Trust
10. Listening Skills

## The workshop outcome:

On completion of this workshop the participant should be able to manage his/her intra- and inter-personal effectiveness in such a way that he/she can enhance his/her personal and professional life.

## Workshop objectives:




Participants will achieve the workshop outcome by being able to:

- Apply a positive self-image and internal locus of control to increase his/her intrapersonal effectiveness.
- Use stress and anger management to manage his/her emotional state.
- Be flexible to cope with an ever changing environment.
- Apply the principles of trust, listening skills and assertiveness to increase his/her interpersonal effectiveness.
- Be able to offer emotional support to other individuals.
- Manage conflict in a constructive way.

## Who should attend?

- Managers & Supervisors.
- People working with people.
- Employees and people who want to enhance their interpersonal and intrapersonal effectiveness.

**Included:**

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Record keeping of all results and assessments in order for participants to receive recognition for prior learning through the National Qualifications Framework.

**Training methodology:**

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

**Programme:**

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Orientation to EQ	Managing your emotions.	Emotional support skills.
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Applying a positive self-image.	Flexibility to a constant changing environment.	Conflict management
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Working with your locus of control.	Applying the principles of trust, listening skills, and assertiveness.	Practical Application – putting skills into action
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

**Day 1:*****Orientation to EQ:***

-  What is your EQ?
-  Understanding the EQ concept.

***Applying a positive self-image:***

-  Exploring my own strengths and weaknesses.
-  Applying visualising techniques to create a positive self-image.
-  The H-3 approach to dealing with self-image.
-  Who am I and how do others see me?

***Locus of Control:***

-  Is my locus of control internal or external?
-  Working with your circle of influence and circle of control.
-  The power of focus.

**Day 2:*****Managing our emotions:***

- Understanding your response triggers.
- Replacing your emotional triggers.
- Creating a circle of control.
- Working with anger stress, sadness and depression.

***Flexibility in a changing environment:***

- Defining your purpose.
- Defining your 12-month goals.
- Finding stability in an ever changing environment.
- Putting your goals into action.

***Trust, listening skills and assertiveness:***

- Understanding and applying trust.
- Applying effective listening skills.
- How assertive are you?
- Moving from indecisiveness and aggression to assertiveness.

**Day 3:*****Emotional support skills:***

- Containing and managing your own emotions.
- Building an emotional support network.
- Supporting others emotionally without taking responsibility for their problems.

***Conflict management:***

- Conflict handling skills.
- Working with difficult people.
- Mediating a conflict situation.

***Practical application:***

- Plotting your EQ profile.
- Working with EQ issues at the workplace.
- Action plan for developing my own EQ.

**Derek Hendrikz Consulting cc:***(1997/060793/23)*

- Tel: 012 567 2824
- Fax: 012 543 3292
- E-mail: [hello@derekhendrikz.com](mailto:hello@derekhendrikz.com)
- URL: [www.derekehndrikz.co.za](http://www.derekehndrikz.co.za)
- P. O. Box 14557, Sinoville, 0129, South Africa

**Beyond Comparison!**