

EMOTIONAL INTELLIGENCE AND ASSERTIVENESS

A NON-ACCREDITED WORKSHOP PRESENTED BY



— SIGNIFY —

LEARNING ACADEMY

where learning becomes a journey

OUTCOMES

Apply the principles and concepts of emotional intelligence to the management of self and others

PROGRAMME PURPOSE

It can be intimidating when it comes to sharing your thoughts and ideas with your colleagues and supervisors, especially for those more on the introverted side. On the other hand, you might be the one who everybody label as harsh or aggressive and you can't understand why. This skills programme aims to improve the following:

- Emotional awareness
- How we assess people
- How relationships develop
- How our beliefs generate our experience
- How thoughts affect our emotions and ultimately our actions
- The ability to harness emotions and apply them to human interactions and tasks like thinking and problem solving
- The ability to manage and control one's own emotions (behaviours) as well as the emotions of other people (i.e. cheering them up or calming them down with one's own words and actions)

WHO SHOULD ATTEND?

The course is suitable for anyone who needs to improve their communication skills, especially those appointed in positions of authority who may need additional interactive and assertiveness skills. It will also add benefit to those who need to develop their own emotional intelligence.

COURSE OUTLINE

Module 1 – Introduction to Assertive Communication

Module 2 – Emotional Intelligence principles

Module 3 – Understanding Others

Module 4 – Non-Verbal Communication

Module 5 – Assertiveness Techniques

Module 6 – Self Image

Module 7 – Developing Effective Relationships

DURATION



3 Days (If only EQ is required then duration is 2 days)

LOCATION



Public (at our premises in Centurion) – An individual attending
or
On-site (at your company premises) – A minimum number of learners, please enquire

CERTIFICATION / RECOGNITION



Upon completion, the learner will receive a Certificate of Attendance.

SIGNIFY ENTRY REQUIREMENTS

Learners should be competent in Communication and Mathematical Literacy at NQF Level 4.

CONTACT US



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