



Competency Descriptions:

- Self-Awareness- is about being aware of the behavior you demonstrate, your strengths and limitations, and the impact you have on others.
- Awareness of Others- is about noticing and acknowledging others, ensuring others feel valued and adjusting one's own style to best fit with others.
- Authenticity- is about openly and effectively expressing oneself, honoring commitments and encouraging this behavior in others.
- Emotional Reasoning- is about using the information in feelings (from oneself and others), and combining it with other facts and information when decision-making.
- Self-Management- is about managing one's own mood and emotions; time and behavior; and continuously improving oneself.
- Positive Influence- is about positively influencing the way others feel through problem solving, providing feedback and recognizing and supporting other's work.

One (1) Day Group Workshop (EI in the Workplace: Enhancing Relationships and Communication Program)

This is a practical and skills-based program designed to improve your emotional intelligence. Building your emotional intelligence will help you lead your teams more effectively and confidently, allowing you to deliver exceptional business outcomes.

If you apply the theory, tools and techniques explored in this workshop you will improve:

- your self-awareness
 - your understanding of others emotions and how to positively influence them
- your capacity to handle difficult conversations
- your ability to make effective decisions
- your resilience, and
- your capacity to facilitate emotions that drive high performance in others

This one day EI in the Workplace: Enhancing Relationships and Communication program will include the following:

- I. The Human Factor
- II. The EI Experience
- III. The GENOS Model of EI
- IV. Leading with Emotional Intelligence
- V. Emotional Intelligence in ACTION