informatech GLOBAL LEADERSH CONSULTA



Emotional Intelligence: Strategies For Success

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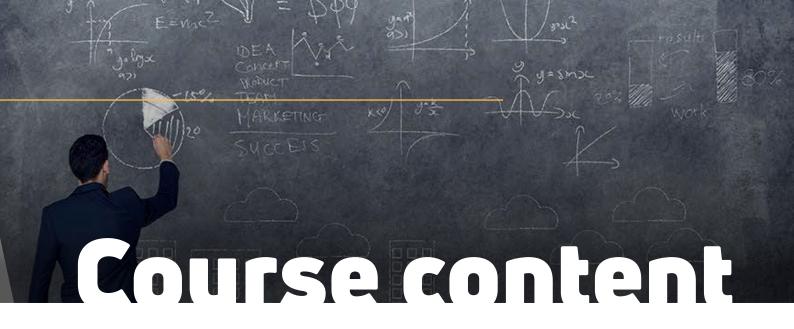






Transforming Business *for* Good





Why Attend

The overall aim of the course is to provide participants with the knowledge and skills necessary to understand emotional intelligence (EI). Participants will identify the various competencies included in the EI framework of Daniel Goleman, ranging from self awareness to relationship management. The course also aims at allowing participants to determine their most preferred approach to listening and to examine the impact of different leadership styles on organizational climate.

Course Methodology

The course relies on the use psychometrics aimed at helping participants discover their preferred psychological types. The course also features the use of role plays and case studies followed by plenary discussions.

Course Objectives

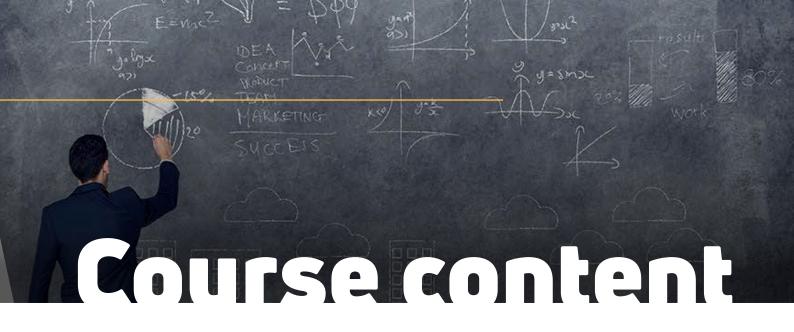
By the end of the course, participants will be able to:

Explain the nature and theories underlying emotional intelligence
Identify their personal strengths and blind spots through self assessments
Define the various El competencies and identify areas for improvement as needed
Practice empathy building skills with emphasis on active listening
Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom line results

Target Audience

Managers and business professionals who want to gain insight into their personalities through self assessments, as well as individuals who need to improve their effectiveness at both the personal and interpersonal levels.





Emotional intelligence

History: definition, theories and models
Intelligence: cognitive intelligence
Intrapersonal and interpersonal intelligence
Emotional intelligence defined
Emotional Quotient (EQ) versus Intelligence Quotient (IQ)
IQ and El predictions
Research findings
Framework of El competencies
Daniel Goleman's competency framework

Self awareness and self management: the cornerstones of El

The impact of self awareness
The impact of social awareness
Self assessment and discovering your personality type
Scoring and interpretation of results: the four dimensions
Extraversion and introversion
Sensing and intuition
Thinking and feeling
Judgement and perception
Dealing with various types

The conceptual model

The competency framework
The four competency clusters
From self awareness to relationship management

The competencies of El

Competency defined
The competency iceberg
The core of EI: self awareness
Self management competencies
Social awareness competencies
Relationship management competencies
Definitions and real life examples
Core questions, underlying behaviors, and tips for improvement

Empathy: a critical El competency

Definition and examples
Empathy and active listening
The personal listening profile: determining your preferred approach to listening
Appreciative listening
Empathic listening
Comprehensive listening
Discerning listening
Evaluative listening

El competencies and leadership styles

The power of leaders: influencing organizational climate Organizational climate: the six components Correlation between El competencies, styles, climate and results

Leadership styles

The six styles
When best to use each style
Impact of styles on climate and bottom line results





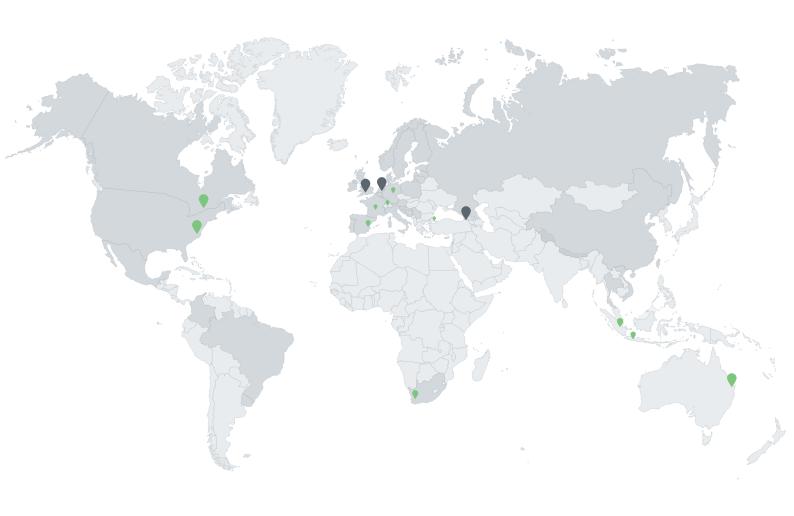
About informatech GLOBAL LEADERSHIP CONSULTANTS

informatech is a global leadership consultancy that aligns people, purpose & strategy - driving socially responsible transformation in global organisations. Our international network includes 215 partners, consultants, and coaches in 24 countries throughout Europe, North America, Latin America, Asia, and Africa. We transform leaders, align teams and create resolve and passion to win. Typical interventions are to accelerate performance, execute strategy and embed capability and change.



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