



Day 1 17 November 2021

09:00

Introduction to Emotional Intelligence

- What is Emotional Intelligence?
 - Why is a high EQ critical within the work environment?
 - Review the results of the EQ-i 2.0 Emotional Intelligence (assessments completed by delegates prior to the course)
 - Can you increase Emotional Intelligence?
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Self-awareness and self-regulation- the foundation of Emotional intelligence

- What happens when self-awareness and emotional self-regulation is low?
 - Emotions and Amygdala Hi-jacking - recognising what you do and why you do it
 - The analogy of the Chimp Paradox
 - How to recognise and become conscious of your feelings
 - How to recognise and regulate your emotions
 - Communicating with others and dealing with their emotions
 - Triggers
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Defining your personal brand

- Defining your values
 - What is your personal brand?
 - How you need to behave in order to create the personal brand you desire- being mindful
 - The importance of congruence
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13.00

Close



Day 2 – 19 November 2021

09:00

Career Development Planning

- Reflection on career journey to date
- Personal development - what do you want to achieve and how do you get there?
- Essential components of a personal development plan
- Continual Professional Development - creating a log
- Learning methods

Mental Resilience and stress tolerance

- What is MR and why is it important to you?
- How you perceive situations - seeing a threat or a challenge
- Prof Clough's 4 C's of mental resilience
- What is stress? How do you identify the signs? How do you cope?
- Locus of Control and it's links with MR
- Changing default thinking and behaviour and Cognitive Behavioural Therapy
- Pressure points and superior mental skills

Emotionally Intelligent teams

- The Seven Skills of Emotionally Intelligent Teams (Identity, Motivation, Emotional Awareness, Communication, Stress Tolerance, Conflict Resolution, Positive Mood and Optimism)
- What does an Emotionally Intelligent team look like? Learn to spot the behaviours of a high functioning team
- How does your own team function? How can you contribute to a more effective team?

13.00

Summary of learning points and Close
