

# Emotional Intelligence

SAQA USID 252031



This two-day unit standard aligned programme sets out to assist delegates understand the critical component that is emotional intelligence.

Learners will be exposed to all the emotional intelligence competencies and unpack how to use them to guide their personal behaviour, as well as their interpersonal engagement.

This course is suitable for all those in supervisory or leadership roles, anyone who is client facing or in a high-pressure environment.

***The cost of the programme is R 4 000 per person. Join us 30<sup>TH</sup> -31<sup>st</sup> July 2019. Booking closes 19<sup>th</sup> July 2019.***

Course content and outcomes include:

## **1. Understanding Emotional Intelligence**

- The principles of emotional intelligence
- The concepts/ composites of emotional intelligence

## **2. Emotional Intelligence and Relationships**

- Personal and interpersonal competencies
- Tools and techniques for giving and receiving feedback

## **3. The impact of Emotional Intelligence on Interpersonal Engagements**

- How to apply emotional intelligence to real life scenarios.
- Consequences of applying emotional intelligence

## **4. Personal Development**

- Analysing personal responses to life and work situations.
- Unpacking strengths and weaknesses
- Tools for improving emotional intelligence.

MBAT IS A REGISTERED TVET COLLEGE OFFERING A WIDE RANGE OF HUMAN CAPITAL SOLUTIONS FROM HP AND B-BBBE CONSULTING TO LEARNERSHIPS ACROSS A WIDE RANGE OF INDUSTRIES

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