3-DAY SKILLS PROGRAMME ON:

**Emotional Intelligence & Leadership**

(Analyse the role that emotional intelligence plays in leadership)

Accredited with PSeta - Aligned to US120305 - NQF Level 5, 8 credits

The skills programme covers all the fundamental competencies within EQ. Thereafter, learners delve deeper into personal skills and competencies such as self-awareness, self-motivation and self-management. Extensive interactive exercises, case studies and example conversations prepare learners to face their real life issues and assist them in becoming better at understanding themselves and others.

This skills programme will be useful to learners who are working within the Public Sector, Local Government, commercial or community environment. It will enable learners to apply knowledge, skills and insight in leadership as part of their job. This standard will also add value to public officials involved in integrated development planning, public sector management or administration specialities.

**COURSE OUTLINE:**

**Introduction to Emotional Intelligence**
- How to take advantage of the power of optimism?
- How to manage your anger effectively?
- How to prevent ‘flooding’?
- What are ‘positive replacement’ phrases and how can they help you?

What is a ‘power continued’?
- What is EQ?
- What constitutes the EQ framework?
- What are EQ competencies?

**MODULE 1: Explain the role of emotional intelligence and how it impacts on leadership.**
- The concept of emotional intelligence is explained with examples.
- The role and concept of self-esteem is analysed in terms of its relationship to emotional intelligence.
- The concepts and roles of self-confidence and assertiveness is analysed in relation to leadership.
- The concept locus of control is explained in relation to its impact on leadership.
- Attitudes are analysed in relation to responses in various leadership situations.

**Relationship Management**
- What are the “Six Human Needs”?
- How to recognise others’ needs and desires?
- How to categorise people based on their needs to make useful conclusions on follow up actions?

**MODULE 2: Analyse the relationship between emotional intelligence and self-awareness in relation to leadership.**
- The role of self-awareness in leadership is defined and analysed with examples.
- The role of self-awareness is discussed and techniques for enhancing self-awareness are identified and applied in order to enhance leadership ability.
- The ability to deal constructively with reality is developed in order to enhance leadership potential.
- The role of feedback is discussed and analysed in relation to developing and enhancing self-awareness.

**Self-Awareness**
- What is emotion?
- Why are we emotional?
- How does “Emotional Hijacking” take place?
- How does the brain perceive the world?
- What is a behaviour cycle and what are its implications?
- How can you boost your self-esteem?
- How to analyse and balance life to make sure nothing is neglected?
MODULE 3: Analyse the relationship between emotional intelligence and self-management in relation to leadership.

- The role of self-management in leadership is defined and analysed with examples.
- The role of self-management is explained and techniques for enhancing self-management are identified and applied in order to enhance leadership ability.
- The concepts and role of emotions, moods, temperament and emotional disorders are explained in relation to the impact they have on self-management and leadership.
- Emotions are categorised into clusters and an indication is given of the non-verbal signals that can reveal the presence of emotions.
- The impact of stress is examined in the context of emotional intelligence and techniques identified for managing stress for optimal interactions and performance.

Self-Management

- Why do we worry?
- How to use positive mentality?
- How to automate positive thinking?

Self-Motivation

- Why some people are more motivated than others?
- How to motivate yourself?
- How to avoid apathy?
- How to be creative?
  - What is the key mentality that leads to significant success?
  - What can you learn from successful people in history?
  - Why do we become afraid?
  - What are different kinds of fears and how to handle them?
- How to get out of your comfort zone?

MODULE 4: Analyse the relationship between emotional intelligence and social awareness in relation to leadership.

- The role of emotional intelligence in handling relationships with others is discussed with examples from a leadership perspective.
- The importance of being sensitive in demonstrating social awareness is explained with examples.
- The role of emotional intelligence in building and maintaining levels of trust is discussed with examples.
- Techniques for managing feedback to others in an emotionally intelligent manner are identified and explained using examples.
- The impact of emotional intelligence in dealing with varying social contexts is outlined and analysed with examples.
- The importance of overcoming preconceived notions when dealing with social issues and problems is discussed with examples.

Social Awareness

- How to have effective group interactions?
- How to listen positively?
- What are the "Negative Listening Types"?
- How to raise your social awareness through listening?

MODULE 5: Apply techniques for responding to situations in an emotionally intelligent manner.

- Emotional skills for coping with varying situations are discussed and applied in a leadership context.
- The implications and consequences of applying emotional intelligence is explained with reference to motivation, conflict management and creating a positive environment.
- Behavioural skills for coping with different scenario's in an emotionally intelligent manner are identified, discussed and applied to a leadership context.
- Self-analysis is conducted to determine own emotional intelligence abilities.
- Self-analysis is conducted to determine levels of emotional intelligence in given situations.
- Strengths, talents and weaknesses are identified and the necessary actions taken to minimise weaknesses and enhance strengths and talents.

Handling Reactions

- What are "emotional reactions"?
- What is the root cause of reactions and what does it mean to you?
- How to seek and give support?
- What is the best strategy to handle other people’s resistance to your growth?

Empathy

- How to have empathic communication with others?
What is the physiology of empathic communication?

**COURSE OUTCOMES:** By the end of this programme you will be able to:

- Explain the concept of emotional intelligence and how this impacts on leadership.
- Analyse the relationship between emotional intelligence and self-awareness in relation to leadership.
- Analyse the relationship between emotional intelligence and self-management in relation to leadership.
- Apply techniques for responding to situations in an emotionally intelligent manner.
- Understand other's needs systematically and respond accordingly to get maximum results in your interactions with them.
- Identify the main EQ competencies and know how each area can contribute to your interaction with others.
- Recognise and understand your moods and emotions and their effect on others.
- Manage and regulate your emotions to make sure they don't disrupt your behavior.
- Control and guide your emotions so you can achieve more, motivate yourself and increase your productivity.
- Establish rapport with others and improve the effectiveness of your communication.
- Understand other's feelings when interacting with them and become a trusted person in their network.
- Understand how EQ competencies can significantly improve your life and help you progress and achieve your ultimate goals.
- Analyse your behaviour, manage reactions from others and create a balanced portfolio of life roles.
- Adopt strategies to prevent emotional hijacking and learn how to replace destructive thoughts with powerful thoughts.
- Change your negative thoughts and mentality to positive thinking and reduce your worries.
- Recognise what it takes to believe in yourself and learn how to get motivated.
- Face fear and handle it to boost your self-esteem and confidence.
- Help others grow with you to minimise emotional conflict.
- Recognise the physical and health related benefits of Emotional Intelligence.