

## Emotional Intelligence

Emotional Intelligence is defined as a set of competencies demonstrating the ability one has to recognize his or her behaviors, moods, and impulses, and to manage them best according to the situation. This course will give you the tools you need to be emotionally intelligent in your workplace. An employee with high emotional intelligence can manage his or her own impulses, communicate with others effectively, manage change well, solve problems, and use humor to build rapport in tense situations. These employees also have empathy, remain optimistic even in the face of adversity, and are gifted at educating and persuading in a sales situation and resolving customer complaints in a customer service role.

### Course Outline

- What is Emotional Intelligence?
- Four Skills in Emotional Intelligence
- Verbal Communication Skills
- Non-Verbal Communication Skills
- Social Management and Responsibility
- Tools to Regulate Your Emotions
- Gaining Control
- Business Practices
- Making an Impact

### Who Should Attend

Suitable to all positions.

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions and case studies
- Practical sessions
- Question and answer sessions
- E-learning

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand how to start a business
- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others

### Course Duration

The standard duration of this course is 12 contact hours.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

For more information please feel free to contact:

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