

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## Leading With Emotional Intelligence

1 Day

Discover what Emotional Intelligence (EQ) is. Discuss how EQ differs from the “intelligence” measured by IQ tests. See how thinking patterns and emotional states influence your success as a manager. Hear how to change emotional “programs” that block success at work. Gain hands-on experience using relationship management tools. Increase your personal power and influence at work. Learn practical ways to manage work overload, handle difficult relationships and build better work-life balance.

### What you'll learn to do in this course

You'll come out of this session with powerful tools for leading with emotional intelligence. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Discuss models of EQ and what they mean for management theory
- Assess your current level of EQ
- See EQ skills being applied to real-life management scenarios
- Monitor and manage your own 'state of mind'
- Build trust in relationships
- Balance advocacy and enquiry during conflict

### Topics you'll cover

- What is EQ?
- A leader's guide to the brain
- How EQ can make you a smarter manager
- EQ in action
- States of mind
- Rapport as a relationship management tool
- The you...me...us approach to conflict

### What others have said about the course...

**'Extremely valuable for our staff. You have a very engaging and thoughtful personality which makes it easy to contribute'**  
Luke. SE Timber 2015

**'Interactive, useful information that can be applied to my daily work'**  
Crystal. University of New England 2014

**'Offers a practical course which is based upon robust research'**  
Frank. University of Western Sydney College 2015

**'Found the material well-presented and easy to apply to real situations in the workplace'**  
Karyn. NICTA 2015



Book your training NOW

Call Eleanor Shakiba on 0433 126 841

Download course information at [www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)