

# Course Outline

“think  
learn?  
succeed”

“smart training for clever people”

## Working with EQ

1 Day

Emotional intelligence (EQ) determines how you handle yourself and others. By building your EQ, you can increase your influence, reduce stress and build healthier work relationships. Explore four key skill-sets of emotional intelligence: self-awareness, self-regulation, empathy and interpersonal influence. Hear how perceptions, thoughts and emotions are connected. Learn to detect and influence ‘unresourceful’ emotional states– in yourself and others. Find out how to take a resilient, constructive approach to handling problems at work. This is an introductory level course which gives you tools for working with greater emotional awareness.

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

You’ll come out of this session with tools for building your EQ. You’ll talk through examples and enjoy practical exercises. You’ll walk away with practical tips for applying what you learn in real work situations. At the end of the course, you should be able to:

- Understand the link between your perceptions, your thoughts and your emotions
- Detect and manage ‘emotional hijack’ states in yourself and others
- Recognise and shift your own negative ‘self-talk’ habits
- Use reflective statements and reframing techniques to influence others’ emotional states
- Use solution-focussed thinking techniques to address problems and challenging situations

### Topics you’ll cover

- Understand the link between your perceptions, your thoughts and your emotions
- Detect and manage ‘emotional hijack’ states in yourself and others
- Recognise and shift your own negative ‘self-talk’ habits
- Use reflective statements and reframing techniques to influence others’ emotional states
- Use solution-focussed thinking techniques to address problems and challenging situations

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

**‘Well run, well presented, excellently lead and managed. Solution focussed’**

Natasha. Calvary Mater 2015

**‘Good hands on training with excellent interaction and learning opportunities’**

Lutan. Thales Australia 2015

**‘Helpful for planning, reflecting, diagnosing and building on practical skills’**

Joey. Smart Design Studio 2015

**‘Informative, well researched, lots of opportunity to practice knowledge acquired’**

Emilia. 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)