



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Emotional Intelligence

Learning Outcomes

This course will enable you to:

- Define Emotional Intelligence (EQ).
- Identify the benefits of emotional intelligence.
- Learn the four core skills required to practice emotional intelligence.
- Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy.
- Read associated verbal and nonverbal communication.
- Successfully communicate with others in a non-verbal manner.
- Verbally communicate with others.
- Interpret and manage your emotions.
- Master tools to regulate and gain control of one's own emotions
- Articulate your emotions using the right language.
- Balance optimism and pessimism.
- Effectively impact others.
- Relate emotional intelligence to the workplace.
- Use the concepts and techniques in the workplace.

