

# Emotional intelligence

Full Day



Emotions are an integral part of every working day, from the way you 'feel' first thing in the morning to the way you react to problems throughout the day.

This introductory workshop provides practical skills for staff and supervisors to skilfully manage their emotions and the emotions of other people.

## What are emotions?

- Why are emotions essential for our survival: why can't we just use logic?
- What is the theory behind Emotional Intelligence (EI)?

## The anatomy of your brain... in brief

- Discover how the three main parts of the human brain have developed as we have evolved from primitive animals to complex human beings
- The three parts of the brain:
  - Brain Stem
  - Limbic system
  - Cortex
- Discover why the primitive parts of your brain cause so much trouble in the modern world!

## Benefits of EI for you

- Which emotions do you display the most at work?
- When do you find it difficult to 'read' the emotions/attitude of other people?
- Learn how to modify your behaviour in light of people's emotional make-up
- How to modify your behaviour without 'manipulating' people

## What are the critical emotions at work?

- Which emotions tend to have the greatest impact on the workplace.
- Critical work emotions: trust, anger, fear, achievement and belonging
- Why do these emotions have the biggest impact on productivity and morale?

## Building trust with colleagues

- Why are relationships without trust so inefficient and emotionally draining?
- The practical nature of trust – billion dollar businesses built on trust
- Practical ways to build (or rebuild) trust with co-workers, managers and clients



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## Managing anger and aggression

- What are the classic indicators that a healthy debate is becoming aggressive?
- Video – An excellent video from the ABC TV Catalyst series explaining the conflict between the emotions generated by the Limbic system and the logical functions of the Cortex.
- What are the health risks associated with getting angry on a regular basis
- What triggers the emotion of anger in you e.g. dishonesty, incompetence?
- Practical ways for you to behave *assertively* instead of aggressively

## Overcoming fear and passive behaviour

- What are the physical affects of fear and anxiety on an individual?
- What are the most common fears people have at work e.g. coping with change?
- What is the difference between being 'quiet' and being truly 'passive'?
- When is passive behaviour particularly negative in a team?
- Learn how to resist the urge to be passive in stressful situations

## Putting it into practice

Throughout the workshop participants are given the opportunity to apply the concepts and techniques to situations they personally find difficult. Participants are welcome to discuss these situations in the group or keep them confidential.



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