

# EMOTIONAL INTELLIGENCE



Emotional Intelligence is designed to highlight critical issues that arise from the work situation and needs to understand how self and create a harmonious working environment. In any environment where emotional intelligence is done perfectly it will reduce the skills gap and make everyone in the organization work effectively without affecting others.

## Learning Objectives

- Understand the meaning of Emotional Intelligence
- Appreciate the importance of managing Emotions
- Gain insight as to what will happen if the Emotions are not solved effectively in the organization.
- Understand the manage negative emotions when working as group
- Describe the right ways to solve problems arise through different emotions

## Who should attend?

This course is designed for all members of staff from management, supervisors to the staff on the shop floor.

## Modes of delivery

The module shall be delivered by way of:

- Lectures
- Demonstrations
- Group presentations
- Case studies
- Assignments
- Practicals

*Each training group will have their training resources tailor made to meet their specific training requirements. The delivery method will be adjusted accordingly.*