

# Using Emotional Intelligence at Work

This programme introduces delegates to the concept of Emotional Intelligence and helps them to understand how they can use it to improve relationships and gain better results at work.

## **Suitable for:**

All staff

## **Objectives:**

- Understand the concept of emotional intelligence
- Know how to use EI to understand yourself and others
- Explore links with other behavioural theories
- Practise using EI in real situations

## **Programme:**

- What is EI
- EI competencies
- Links with other behavioural models
- Using the Saran model to control emotions
- Understanding your own motivation
- Seeing your self in the context of other people
- Ego states
- Best practice at work
- Group work on improving relationships at work
- Action planning

## **Duration:**

One day