

Emotional Intelligence

Course Overview

The rules for work are changing. We're being judged by a new yardstick: not just by how smart we are, or by our training and expertise, but also by how we handle ourselves and each other. This is increasingly applied in choosing who will be hired and not, who will be let go or retained. In a time with no guarantee of job security, when the very concept of a job is being replaced by "portable skills," these are prime qualities that make and keep us employable. Talked about loosely for decades under a variety of names, from "character" and "personality" to "soft skills" and "competence," there is at last a more precise understanding of these human talents: EMOTIONAL INTELLIGENCE.

Course Outline

- Emotional Intelligence importance in dealing with others.
- The five domains of emotional intelligence.
- Knowing yourself, managing your emotions, self-motivation, using empathy and the art of social interaction.
- Application in corporate environment and activities related to managing people.
- Understanding people's personalities – SELF – ASSESSMENT TEST REGARDING EI.
- The meaning of communicating with others.
- Using active listening and gathering information, assertion skills and how to express own feelings and emotions, communication in resolving conflicts and problems and handling difficult people.
- Body language and implications.
- Using facial impressions and non-verbal communication.
- Meeting set-up and layout.

Learning Objectives

Upon completion of this course, participants will be able to:

- Introduce to the participants the importance of emotional intelligence in ONE-ONE communication for professionals in dealing with various management situations.
- Explore the components of emotional intelligence and their applications in various communication practices.
- Get trained on using EI in improving communication and interpersonal skills as report building, active listening and assertion skills.

Who Should Attend

Employees at all levels.

Course Duration: Two days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Venue

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

Registration & Payment:

- Course fees include soft copy of the material, coffee break, light lunch and certificate.
- Payment by cheque in Top Business name, cash to Top Business address or by bank transfer.
- Payment is due within 3 working days from course confirmation. Registration is confirmed only after course payment.
- Payment is non-refundable; however, participant can be substituted or attend next confirmed round of the same course or another course during the same calendar year.
- Payment is non-refundable in the event of a participant no show on the 1st day of the course.

For More Information

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