



MiChem Dynamics
LEADING CHANGE

EMOTIONAL INTELLIGENCE - THE HEART OF LEADERSHIP

Emotional intelligence (EQ) is the ability to understand, use and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and resolve conflict.

Emotional intelligence is at the heart of leadership and commonly defined by four characteristics, namely self-awareness, self-management, social-awareness and relationship management.

This course aims to take you on a journey of self-discovery and awareness of your own emotions and how to use your emotions as a tool of self-empowerment.



THE COURSE WILL RUN OVER A PERIOD OF 1 DAY

WHO SHOULD ATTEND THIS COURSE:

- All levels of management
- Any person interested to improve on their emotional intelligence (EQ)

MINIMUM ENTRY REQUIREMENTS:

- Fluency in English writing and reading skills

TUITION

- Training material included (English)
- Certificate of attendance will be issued on successful completion of training

LEARNING OUTCOMES:

- Become aware of your own emotions and how you show up every day.
- Understand how to work with emotions to become an emotional intelligent leader.

COURSE CONTENT:

1. THE FOUR DOMAINS OF EMOTIONAL INTELLIGENCE
2. SELF-AWARENESS: THE KEY TO UNDERSTANDING YOURSELF AND OTHERS
3. EMOTIONS:
 - Understanding emotions
 - Triggers and actions
 - Return to self
4. WORKING WITH EMOTIONS: FIVE STEPS TO GAIN CONTROL OVER YOUR EMOTIONS

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