

EMOTIONAL INTELLIGENCE: ENHANCING MANAGEMENT AND LEADERSHIP IMPACT

[APPROVED BY THE INSTITUTE OF LEADERSHIP]

LEADERSHIP AND MANAGEMENT PORTFOLIO



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EMOTIONAL INTELLIGENCE: ENHANCING MANAGEMENT AND LEADERSHIP IMPACT

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COURSE OUTLINE

Emotional intelligence (EQ) enables you to bring thinking and feelings together, working in harmony with cognitive intelligence, to create a more rounded and successful individual. EQ is now increasingly recognised by organisations worldwide as an important leadership quality. The emotionally intelligent leader will be more resilient, have better work relationships and make smarter and more authentic decisions.

This course is led by a leading expert in the field and is suitable both for those that are completely new to the concept and those who want to take their understanding to an advanced level. Through group working, coaching, quizzes and simulation exercises, this highly interactive training will equip you with the insight and skills to develop your emotional intelligence and use it to positive effect in the workplace.

COURSE OBJECTIVES: On completion, you will be able to:

- Gain insight into your emotional intelligence – how you view yourself and how others view you
- Understand your emotions and 'trigger points' and harness them for improved outcomes at work
- Examine and challenge entrenched ideas and self-limiting behaviours
- Use your improved social, empathetic and listening skills to build better relationships
- Bring IQ and EQ into greater harmony to make more considered and smarter business decisions
- Use the skills learned to build your resilience and manage stress

KEY TOPICS

- The power and importance of emotional intelligence in the modern workplace
- Understanding the science behind the emotions we feel
- Assessing your level of emotional intelligence and behavioural styles
- Empathy, listening skills and tuning into the feelings of others

- Improving resilience and managing stress
- Managing the emotional aspects of change



This is an IoL endorsed programme. To receive an IoL Certificate delegates need to identify what they have learned on the course to deal with their challenges or issues effectively. At the end of the programme they need to make a 10-15 minute presentation based on this issue and one set question. On completion of a successful assessment, delegates will receive the Endorsed Award IoL certificate following the course.

This is week one of **The Emotional Intelligence and Leadership Toolkit and Emotional Intelligence, Coaching and Mentoring Toolkit.**

DURATION	FEE	DATE	VENUE
05 days	£2,650	12 - 16 February 2024	Dubai
		17 - 21 June 2024	Washington D.C.
		12 - 16 August 2024	London
		09 - 13 December 2024	London

"ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"Instructors are knowledgeable and Robin Hill was empathetic and enthusiastic but firm in his delivery of the necessary information, keeping the classes lively and keeping us engaged."

YVONNE CARVER, Executive Officer, West African Health Organisation, Burkino Faso.



FEATURED TRAINER

ROBIN HILLS

Robin Hills specialises in training, coaching and personal development focused on emotional intelligence, positive psychology and neuroscience.

Robin has over 40 years' business and commercial experience helping executives and leaders develop business performance through increased self-awareness and understanding of others. In his work, he uses internationally recognised profiling tools to assess type, trait, behaviour, and emotional intelligence.

Robin has developed the most comprehensive range of emotional intelligence online courses available on the internet. These cover topics such as leadership, team work, conflict management, resilience, and communication skills. To date, the fun, engaging courses have been taken by over 500,000 learners in 195+ countries. For Crown Agents, Robin has delivered emotional intelligence, leadership, selling, and team building workshops in the UK, USA, UAE and Africa.