



# Emotional Intelligence

**A SAQA registered qualification  
for Administrative  
Professionals in all Services  
Sectors  
SAQA ID: 252031,  
NQF Level 5, 4 Credits**

Changing your management style to accommodate all personality types can be advantageous to both yourself and your employees.

Implementing and acquiring fundamental emotional intelligence techniques in dealing with stress and conflict is essential in becoming a leader of people, and not just a manager.

Learn how to recognize stressed employees and resolve conflicts and apply one-on-one discussion steps to prevent them from leaving or becoming ineffective.

## Emotional Intelligence

**By attending this Emotional Intelligence program you will develop:**

- More cohesion, collaborative teams
- Higher level of trust and mutual support
- Greater problem solving capacity
- Better quality commitment and standards
- More reliance and optimism
- More focused, conflict free and motivated teams
- Smoother transition to more new roles

***At the end of the training course,  
delegates will be able :***

- To recognise and manage their own and others 'emotions in a constructive manner;
- To apply empathy and sympathy in all their relationships;
- To introspect and accept responsibility for their thoughts, words and actions;
- To be more self-aware and begin to pay attention to their inner-states;
- To understand why one loses motivation and how to get it back;
- To recognise and manage stress better;
- To become more flexible be able to easily adapt to change.

**[CLICK HERE  
FOR FULL  
COURSE  
OUTLINE](#)**

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SETA Accreditation Number: 2643



# Emotional Intelligence

[CLICK HERE FOR FULL COURSE OUTLINE](#)



## Course Objectives

Outcome will cover the following areas:

- Effective decision-making based on improved self-awareness and controlled emotions.
- Managing negative responses and interpersonal relations.
- Learning to channel energy and enthusiasm to motivate self and team members.
- Increasing capabilities with respect to negotiating, collaborating, relationship building and influence.
- Overcoming fear of providing honest and candid feedback.
- Understand how one's emotions affect own thoughts and actions.
- Learn how to work more effectively with difficult people.
- Deal with tension and conflict more constructively.
- Developing and contributing to an emotionally intelligent workplace culture.
- Learn how to connect, empathize and sympathize with a diverse group or people.

## The following vital techniques will be pinpointed and elaborated on include:

- The following vital techniques will be pinpointed and elaborated on include:
- Learning to identify and isolate the facts in an emotionally charged situation
- Enhancing your leadership and management ability through effective E.Q
- Managing conflict in a diverse environment and using it to build formidable teams
- Generating support and co-operation from your peers, subordinates and superiors by utilising Emotional Intelligence
- Strengthening customer relationships by improving your staff's negotiation skills
- Identifying skills of active and perceptive listening to encourage honest communication between yourself, staff and customers
- Distancing yourself from emotion to maintain control in argumentative and stressful discussions



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