# Emotional Intelligence: Self-Awareness at Work

Overview

Do your working relationships always run smooth? Or do you find yourself embroiled in arguments, office politics or unproductive dynamics?

If so, improving your level of self-awareness and emotional intelligence is absolutely vital.

This one day course is designed for HR professionals who want to improve how they, managers and staff interact and engage with others in the workplace. The course will help you improve your listening skills, develop a greater level of self-awareness and learn how to handle colleagues and customers with greater confidence, assertiveness and empathy.
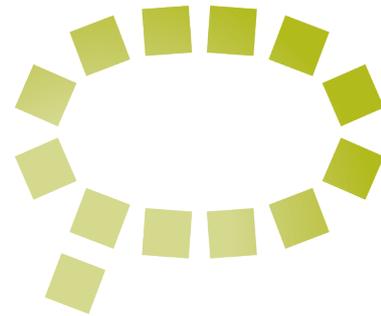
Learning Outcomes

By the end of the course you will:

- Learn specific tools for improving your emotional intelligence and handling challenging situations

- Gain increased insight into your triggers, behaviours and responses to others

- Understand how to handle conflict and feedback with calm, gratitude and openness

- Shift into a higher level of self-awareness and personal responsibility

Symposium Training Contact Details

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Sample Programme

09:30 – 10:00	Registration and Coffee	

Session 1

Introduction

- Emotional intelligence: what it is and why it matters
- Self-awareness: how do we develop it?

Session 2

Improving self-awareness

- Learning the 1 key tool for self-awareness at work
- Identifying your perceptions and beliefs about others at work
- Learning how to question your beliefs and find new responses to situations

Session 3

Assertiveness at work

- Getting clear on what you want
- Exploring tone, content and brevity in your communication style
- Understanding the fears and beliefs that block assertiveness and honesty
- Learning how to assert ourselves calmly: why assertion doesn't equal aggression

Session 4

Handling conflict with confidence

- Interpretations: 'what someone says' vs 'what you think they say'
- Learning how to handle sensitive / difficult issues
- Taking responsibility vs being a victim; which one do you choose?
- Questions and techniques for handling and resolving conflict situations

Session 5

Giving and receiving better feedback

- What constitutes 'good' feedback?
- Tips on style, language and tone
- How to make feedback actionable and user-friendly
- Role plays and sharing of good/bad feedback experiences

Session 6

Taking it back to work

- Action planning for future development
- Exploring resources and support to continue your journey to greater self-awareness

4:00	Close of course	

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TRAINING