



Program Overview

Emotional Intelligence (EQ) deals with the ability and capacity to recognize, assess and manage one's emotion and others as well as its effect. In this manner, people who have high EQ could identify which emotion they are feeling and why, they could also relate between their feelings and what they think, say and do.

People who are emotionally smart and intelligent could identify and recognize how their feelings affect their personal life, relationship towards other people as well as their performance at work and these abilities are some of the reasons why Emotional Intelligence increases the ability of the person to make good decision, build a good relationship to others, deal with stress and easily cope with change and rejections.

Aim

Participants on this course will increase their ability to discuss and understand their emotions. They will learn the value of growth in management of self and relationship with others. Moreover, the course will help them realize how emotions influence decision making and to know how to build and maintain relationship, and be successful on their career.

Objectives

- Develop interpersonal skills such as self-awareness, which is the ability of an individual to recognize and understand one's moods, emotions and drives as well as their impact on others
- Cultivate empathy or the ability to understand the emotional makeup of other people and skill in responding according to their emotional reactions
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks

	Prerequisites:	N/A
	Lecturers:	VTDI Faculty
	Delivery:	English
	Duration:	20 Hours
	Fees:	BD 450/- Local Certificate

ACCREDITATION:

Trainees will be awarded with a Certificate of Attendance by VTDI. This Programme is accredited by Hull University & IAO.



Follow us on:



VICTORY

TRAINING & DEVELOPMENT INSTITUTE

- Develop skills in responding to criticisms & adversity
- Grasp Leadership strategies for working with others towards shared goals

Who Should Attend?

- All managers, leaders and professionals who need to have in-depth knowledge of human behavior
- Anyone who is interested in developing themselves to be a better leader and manager
- Individuals who desire to apply psychological knowledge to result in management and leadership strategies
- Those who aim to define, gain knowledge and develop their emotions and how it affects those around them and their productiveness

Delivery Methods

- Power point presentation (based on Trainees-Center-Approach)
- Case studies (Individual, peer review and team assignments)
- Role plays and practical activities
- Extra reading materials as pre-requisite.
- DVD's and interactive role plays.

Learning Outcomes

NO	LEARNING OUTCOMES	ASSESSMENT CRITERIA
1	Understand the concept of emotional intelligence	<ul style="list-style-type: none">• Give examples of a range of emotions• Give examples of factors that affect emotional wellbeing• Describe that the term emotional intelligence means
2	Understand own emotions and ways to manage them	<ul style="list-style-type: none">• Describe how own emotions can affect other people• Give example of how other people affect own emotion• Describe techniques that could be used to manage own emotions• Give an example of using a particular techniques to manage own emotions



NO	LEARNING OUTCOMES	ASSESSMENT CRITERIA
3	Understand how emotion impact on working relationships and performance	<ul style="list-style-type: none">• Identify different family and social relationships Describe factors that have a positive influence on relationships• Describe factors that have a negative influence on relationships• Describe constructive ways to resolve disagreements• Give example that illustrate the importance of maintaining communication in relationships

Program Overview

UNIT NO.	UNIT TITLE	CONTACT HOURS
1	Course Overview & Principles of Emotional Intelligence <ul style="list-style-type: none">• Introductions, expectations, and participants knowledge• Diagnostic Assessment• What is Emotion?• Different types of Emotion• Emotions and Intelligence relationship• Understanding Emotional Intelligence	5 Hours
2	Involving Emotional Intelligence <ul style="list-style-type: none">• Emotional Intelligence Studies• Can Emotional Intelligence be learned?• Qualities of having high Emotional Intelligence• Effects of Emotional Intelligence on Decision Making• Benefits of Emotional Intelligence	5 Hours



VICTORY

TRAINING & DEVELOPMENT INSTITUTE

UNIT NO.	UNIT TITLE	CONTACT HOURS
3	Empathy & Relationship Management <ul style="list-style-type: none">• Listening techniques: paraphrasing, reflection, inference• Empathy practice• Relationship Management• Catching oneself & Perspective taking• Peer partnerships• Practice of new behaviors	5 Hours
4	Emotional Intelligence in the workplace <ul style="list-style-type: none">• Effects of EQ on Managers and Employees• Handling Conflicts, Stress Management & Decision Making Through EQ• Effects of Emotional Intelligence to job performance	5 Hours
TOTAL		20 Hours