

## Emotional Intelligence (EQ): Art of People Management Training

### Training Duration and Dates

5 days

### Training Certificate

Define Management Consultants Certificate will be issued to all attendees.

### Training Venue & Date

Emotional Intelligence –Art of People Management	5	21-25 March	\$3,300	Dubai
Emotional Intelligence- Art of People Management	5	19-23 September	\$3,300	Dubai

At any 5 Star hotel.

### Public Training Fees

3300\$ per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

### Training Description

In a fiercely competitive world, organizations are constantly looking for fresh insights & making endeavor to improve their skills and competence to acquire and maintain the competitive edge. While technology, resources and machinery can be managed with relative ease, the people variable remains the focal point for business leadership. Research indicates that mere possession of high IQ does not guarantee superior performance and success. There is definite evidence to suggest that Emotional Intelligence plays a crucial role in creating a winning edge. It has significance in dealing with customers/clients, suppliers, followers and in developing conflict free enthusiastic work environment. Emotional Intelligence is required by leaders in all areas of operation.

### Objectives

- To expose the participants to the key concepts of Emotional Intelligence.
- To provide an opportunity to observe and experiment with behaviour in a risk free environment.

- To explore the use of Emotional Intelligence at work.
- To initiate the process of developing Emotional Intelligence.

### Methodology

In addition to highly inter-active class room presentations, the focus is experiential learning. Group activities, exercises, case study and structured learning experiences add value to the programme.

### Learning Outcomes

At the end of the programme the participants will:

- Have a clear understanding of Emotional Intelligence.
- Have ability to develop their EI competences.
- Be in a position to use it at their work place.
- Develop superior qualities as a manager and a leader.
- Significantly affect the bottom line.

### Who Should Attend

Ideally suited for those in leadership role or are being groomed that for. Executive Managers and leaders who are looking for powerful tools to increase their personal, professional, and organizational performance. Middle Managers of HR, operations and supervision and who are new to their roles and senior managers looking to take their organization to the next level are encouraged to attend.

### Course Outline

#### Topics Covered

- Organizational dynamics and features of Excellent Organizations.
- Emotional Intelligence- concepts.
- Emotions and their significance.
- Diagnosing current level of Emotional Intelligence.
- The Emotional Competence Frame work
  - The Art of Influence & Communication
  - Conflict Management
  - Leadership Skills
  - Change catalyst
  - Collaboration, Teams and group IQ
  - Guideline for Emotional Competence & Training
  - Motivation
  - Focus on clear, manageable goals

- **Encourage practice & Arrange support**
  - **Awareness about thinking and feeling.**
  - **Emotional Intelligence and success**
  - **Emotional Intelligence in Organizations.**
  - **Developing Emotional Intelligence.**
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