

# Introduction to Emotional Intelligence

*CPD & IIRSM Approved*

## **Course Description**

Emotional Intelligence is a set of emotional and social skills that collectively establish how well you perceive and express yourself, maintain social relationships and cope with challenges. It's not just a passing management fad, in fact it is based on a great body of data, based on studies of tens of thousands of working people taken from a wide range of industries.

The research shows which qualities make a star performer and while Emotional Intelligence isn't the sole predictor of performance potential, it has been proven to be a key indicator in this area.

This course will introduce the concept of emotional intelligence and look at how you can use it in effective and meaningful ways. It will examine the difference between emotional intelligence and IQ and dispel some of the myths surrounding emotional intelligence. It contains a sections on the advantages and disadvantages of using emotional intelligence and considers the biological purpose for emotions and how best to manage them. Finally it will highlight the role played by emotions in the workplace and provide practical advice including tips for using emotional intelligence to deal effectively with emotions in situations that can arise in the workplace.

## **Target Audience**

This course is aimed at supervisors and managers that want to develop more effective relationships with members of their teams. The course can be a great starting point for people new to their leadership role as well as more established managers that want to enhance their skills. This acts as a great introduction to the subject and covers the key concepts and theories relating to emotional intelligence.

This course can be sold to individuals who are doing the training for themselves or it can be pitched to businesses who might want to put all of their first line management team through the training, so they are all work in the same way and have the same skill set.

## **Advantages**

CPD approval means that this course can be used by those that need to prove they are continually developing themselves.

Online training is flexible, efficient and cost effective meaning the candidate can progress through the modules at their own pace and in their own time, so they can fit the training in around their work and personal life.

## **Further Progression**

For candidates that want to add more qualifications to their CV our Leadership Skills course is ILM approved and can provide them with another recognised management qualification.

For candidates specifically interested in developing resilient teams our Developing Teamwork course goes hand in hand with this one and expands on some of the key ideas and how they can be applied to teams.

For candidates new to management roles Managing Meetings would be a great next step although working through any of our range of Business Skills courses would be valuable.

<b>Course</b>	<b>Module Number</b>	<b>Module Name</b>	<b>Pass % Required</b>
Introduction to Emotional Intelligence	1	What is Emotional Intelligence?	70
Introduction to Emotional Intelligence	2	Understanding and recognising emotions	70
Introduction to Emotional Intelligence	3	Emotional Intelligence at work	70
Introduction to Emotional Intelligence	4	Tips for dealing with emotions at work	70

#### **Recommended System Requirements**

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

**Duration:** 50 minutes *(Note: This is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions).*