



Emotional intelligence

BiteSize Learning
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Popularised by Daniel Goleman in the 1990s, Emotional Intelligence (EI) is now recognised as being a key component of success in the workplace. A business operating with emotionally intelligent employees will have the edge over competitors. This workshop is designed to enable participants to understand and utilise emotional intelligence to maximise their effectiveness in the work environment.

Around 2 hours • Face-to-face or virtual • Typically 4-15 participants • Supported by course notes • Interactive

Key course elements

Emotional intelligence

- Learning what it is and comprehending its impact on work and business relationships

Self-Awareness and Self-Management

- Developing a fully understanding of our own behaviours and the impact we are having.
- Managing our responses and developing reflective and practical strategies for maximising personal EI
- Understanding and developing emotionally intelligent drivers

Social Awareness and Relationship Management

- Developing a clear knowledge of how other people function, different personality types, and learning how to manage and work with them in an empathetic and EI way
- Tips and techniques for stronger relationships

Action planning

- Using Johari window and Empathy Mapping to develop our EI

Participants will learn to...

- Understand the importance of developing EI
- Build self-awareness and understand their impact on others
- Be able to handle their emotions effectively
- Understand themselves; their personal levels of EI and have strategies to develop and improve
- Be able to identify the physiology and psychology of stress and operating in high pressure situations and have techniques to enable them to maintain personal equilibrium and resilience
- Gain insight into the styles and reactions of colleagues and clients
- Gain tips on how to manage relationships effectively
- Optimise empathetic skills



“Excellent delivery and overview of course content. Trainer was very personable and engaging Very much an interactive, workshop type session which I enjoyed and found very useful.”