

Accredited by the Services Seta - 1468

UNIT STANDARD COVERED

Unit Standard ID NQF Level & Credits	Unit Standard Title
US 252031 NQF 5 4 Credits	Apply the principles and concepts of emotional intelligence to the management of self and others

PURPOSE

It can be intimidating when it comes to sharing your thoughts and ideas with your colleagues and higher ups, especially for those more on the introverted side. On the other hand you might be the one who everybody label as harsh or aggressive and you can't understand why! The good news is that you don't need to change your personality in order to have your voice heard or for other people to understand and accept you. This short course provides learners with an understanding of and practice in emotional intelligence and the assertiveness skills required to enhance communication in the workplace and increase team synergy.

The purpose of this workshop is to create a better understanding in terms of:

- How we assess people
- How relationships develop
- How our beliefs generate our experience
- How thoughts affect our emotions and ultimately our actions
- How to communicate assertively

LEARNING OUTCOMES

By the end of this course you will be able to:

- Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations
- Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations

- Analyse the impact of emotional intelligence on life and work interactions
- Evaluate own level of emotional intelligence in order to determine development areas
- Make requests assertively
- Say no to unreasonable requests
- Voice your opinion in a self-confident manner
- Use your body language more appropriately
- Adapt your approach when communicating with small or large groups

WHO SHOULD ATTEND?

The course is suitable for anyone who needs to improve their emotional intelligence and communication skills, especially those appointed in positions of authority who may need additional interactive and assertiveness skills.

DURATION OF TRAINING

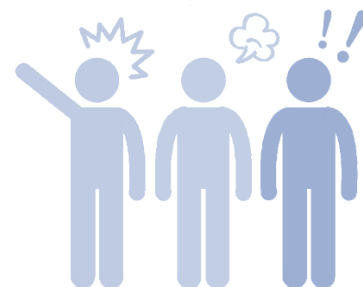
3 Interactive Days

MACCAUVLEI ENTRY REQUIREMENTS

- NQF Level 4 Communication

CERTIFICATION

Learners who successfully complete the Portfolio of Evidence will be awarded a Skills Programme Certificate of Competence with the Unit Standard listed.



Contact Details

For registration forms or more detail please contact us:

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