

Course Content

Managing Self & Others

Why attend?

Understand your Emotional Intelligence and develop core communication skills to be assertive based on mutual respect, honesty and direct communication.

Increasing your emotional intelligence will enable you to recognise your emotions, understand what they are telling you, and realise how your emotions affect people around you.

Being assertive is a core communication skill. Assertiveness is based on mutual respect, honesty and direct communication. This form of communication builds relationships and creates an environment of trust among employees.

How long is this course?

2 Days

Who should attend?

- All staff members that require communication skills in business.
- Employees that have difficulty in expressing their feelings.
- People who want to maximise their performance and improve relationships by increasing emotion management and self-understanding.

What will be covered?

- Self- Awareness
- Self-Management
- Social Awareness
- Relationship Management
- Understanding Positive behaviour
- Changing behaviour to suit situations
- Assertive steps for the future

Accreditation Information

This course is a non-accredited, interactive workshop which includes group discussions and practical activities to ensure a clear understanding of each topic that is covered. All exercises are geared to encourage participation throughout the day. Learners are supplied with course material, refreshments, and lunch. Certificates and feedback are issued after completion of the training.