

PROGRAM

EMOTIONAL INTELLIGENCE

DEVELOP THE OTHER KIND OF SMART

PROGRAM OVERVIEW

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than we realise. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day workshop will help you develop your emotional intelligence.



Over the past two years New Horizons has become one of our key training providers. Their diverse offering of Professional Development and Desktop Applications training makes procurement simple. Also, it is quite common for me to hear enthusiastic feedback from our staff who have completed New Horizons' courses.



Philip Farhart
Global Manager
SG Fleet Pty Ltd

For enrolments or further information, please call

1300 794 006

or email us on

info@nhaustralia.com.au



OUTLINE

SESSION ONE:

- » Course Overview

SESSION TWO:

- » History of Emotional Intelligence

SESSION THREE:

- » Emotional Intelligence Defined
 - » Definitions and Thoughts

SESSION FOUR:

- » EI Blueprint

SESSION FIVE:

- » Optimism
 - » What is Optimism?
 - » ABC's of Optimism
 - » Pessimism vs. Optimism
 - » Dealing with Adversities

SESSION SIX:

- » Validating Emotions in Others
 - » Listening
 - » Questioning
 - » Empathising

SESSION SEVEN:

- » Understanding Emotions
 - » The Seven Human Emotions
 - » Positives and Negatives
 - » The Emotional Map

SESSION EIGHT:

- » Setting Your Personal Vision
- » Defining Your Principles
- » Understanding Your Values
- » Considering Your Strengths and Talents
- » What's Standing in Your Way?
- » Think in Terms of Relationships
- » Creating Your Vision Statement

SESSION NINE:

- » Wrap and Re-cap

COURSE DURATION:

- » 1 day (9am - 5pm)

TARGET AUDIENCE:

This course is intended for anyone for whom building relationships and maintaining their own emotional stability is important, including:

- » Leaders
- » Managers
- » Salespeople
- » Negotiators
- » Technical People who struggle with relationships
- » Team Members

KEY PARTICIPANT BENEFITS:

- » Develop effective techniques to manage your own emotions
- » Practice these skills
- » Better cope with adversity
- » Become more confident of your ability to build relationships

KEY BUSINESS BENEFITS:

- » Strengthen staff trust and engagement
- » Enhance capability of winning business
- » Create a better feeling and stronger organisation
- » Increase productivity through better relationships



This course includes lunch at one of the fine restaurants around our office in the CBD.

OUR FACILITATORS

TIM HIGGS

Tim brings to New Horizons a comprehensive skillset with over 20 years of experience as a manager, facilitator, psychologist and coach. Tim has had two distinct directions to his career; firstly in Sales and Management and thereafter, transitioning into people development and change facilitation.



As the Professional Development (PD) Portfolio Manager for New Horizons in Sydney, Tim currently consults to all areas of the business community in Australia in the area of training solutions.

STAN THOMAS

Stan has been working in a professional training capacity for over 15 years and possesses a wealth of knowledge in the areas of adult education gained through both formal study and practical training delivery both nationally and internationally.



As the Professional Development Manager for New Horizons Melbourne, Stan is responsible for the delivery, quality control and enhancement of existing and new programs at New Horizons.

TRISH DOBE

Trish has over 20 years of experience in organisational development, change management, and corporate learning and development both within Australia and overseas.



As one of New Horizons' most experienced Professional Development trainers, Trish's main focus is the delivery of solutions which enable organisations to measurably improve their performance. Trish specialises in the delivery of training programs in the areas of performance management, leadership, process improvement, sales and customer service.

OUR DELIVERY MODALITIES:

Public Schedule Courses:

New Horizons' Effective Influencing and Persuasion course is available for public enrolments. This standard one-day course will allow clients to gain skills in a particular subject matter in a short period of time. Please visit our website for the next available date.

Closed Group:

Do you have a number of staff who need to attend the same training? New Horizons can organise a closed training session for your staff at New Horizons' premises or your own. We can also customise this program to address your specific business challenges and goals.

One-on-One Coaching:

New Horizons offers one-on-one coaching with highly accomplished and experienced Professional Development specialists. This will allow you to maximise your Effective Influencing and Persuasion skills through targeted coaching sessions.

CONTACT US:

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or email us on

info@nhaustralia.com.au

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