

## **Emotional Intelligence**

**SAQA US ID – 252031**

**NQF Level 5, 4 Credits, Duration 2 Days**

***Apply the principles and concepts of emotional intelligence to the management of self and others***

### **Course Outcomes**

- Demonstrating 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.

### **Course Content**

#### **Principles and Concepts of Emotional Intelligence in the Workplace**

- The principles of emotional intelligence are explained with reference to examples from life and work situations.
- The concepts of emotional intelligence are described with reference to examples.

#### **The Role of Emotional Intelligence in Interpersonal and Intrapersonal Relationships**

- The importance of personal and interpersonal competencies is explained in relation to interactions in life and work situations.
- Techniques for giving and receiving feedback are analysed to identify practices reflecting emotional intelligence.

#### **Impact of Emotional Intelligence on Life and Work Interactions**

- The positive and negative impact of emotional intelligence is motivated through examples on intrapersonal and interpersonal level.
- The consequences of applying emotional intelligence are explained with reference to examples from life and work situations.

#### **Identifying Developmental Areas**

- Own responses to life and work situations are analysed in terms of the principles and concepts of emotional intelligence.
- Strengths and weaknesses are analysed with reference to the concepts and principles of emotional intelligence in order to identify development areas.
- Techniques for improving own emotional intelligence are described in relation to development areas identified.

### **Investment**

**R7499.00**