

Advanced Communication Skills using Emotional Intelligence



Introduction

Communication takes real skill. We are constantly communicating, but are we always communicating the messages that we intend to? This course will increase your awareness of behaviours and build your confidence and ability in managing communications. You will learn skills for communicating powerfully, sending clear messages, and conducting challenging conversations, without damaging working relationships. A good grasp of the concepts of emotional intelligence enables you to increase your own self awareness, have greater control over your interpersonal and intrapersonal communication and build trusting relationships with others. This workshop concentrates on the concepts and principles of emotional intelligence in communication with a strong emphasis on their practical application to improving your skills.

Aim

- This event will enable you to:
- Describe the key concepts of EI and their impact on effective communication
- Increase self-awareness of your own emotional intelligence
- Control disruptive emotions and impulses
- Use your interpersonal skills to engage with others to achieve positive results

Content

- An overview of the key concepts of EI – history and definition
- Your individual EI report and what it means to you; how communication is affected; and how you can improve
- Controlling disruptive emotions and impulses
- Being aware of others' emotions and their impact on you
- Managing the effect of intrapersonal messages on verbal and non-verbal communication
- Use your interpersonal skills to engage with others
- Demonstrating and building stronger and trusting relationships with others
- Using your EI to support others to accepting new ideas, new approaches and new information
- Listen to understand, affirm and manage resistance
- Use emotions in communication to motivate others to achieve goals
- Increasing your energy and effectiveness under pressure
- Personal action plans

Approach

Prior to attending the course participants will be provided with an Emotional Intelligence Questionnaire; once completed, it will provide them with a detailed and completely confidential report. It is imperative that this is completed prior to the training event.

The delivery style is interactive, stretching and challenging. Participants are exposed to a variety of work-related situations through a combination of short practical interactions and live situations. Immediate feedback will be given to the participants on their performance during the exercise, indicating strengths, as well as improvement needs.

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Who will benefit?

This workshop is suitable for senior people who work in an environment where there are frequent and challenging interactions with others. It is focused on those who need to be able to understand the underlying nature of their own and others' responses, and who want to improve the quality of their interpersonal and intrapersonal skills.

Duration

Full day

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