

Emotional Resilience For Managers



Contemporary managers add value to their organisation, gain the commitment of others, and develop and deploy the talents of employees. Their objectives are challenging, stretching and involve achieving even more for often limited resources. These real demands put even greater pressure on individual managers.

The challenge that many managers face is working out how they will manage themselves or manage their own emotional resilience.

This session has been designed on a practical model of what effective managers do to be clear about the results they want to achieve, the working environment they want to create and the relationships they need to build and sustain, supporting them to substantially increase their personal resilience.

Prior to attending the course participants will be provided with an Emotional Intelligence Questionnaire; once completed, it will provide them with a view of their current ability to manage their emotional resilience and emotions. This event will enable you to:

- Describe the key concepts of emotional resilience and their impact on individual effectiveness
- Increase self-awareness of your own emotional resilience
- Control disruptive emotions and impulses
- Use your interpersonal skills to engage with others to achieve positive results

Course Outline

- An overview of the key concepts of emotional intelligence
- Your individual EI report and what it means to you
- How to identify and 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 emotional resilience 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

Duration

1 Day

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