



ZING365
Learning without limits

EMOTIONAL INTELLIGENCE AND ASSERTIVENESS

WHAT WE WILL COVER

- The importance of EI for individuals and the five key characteristics of EI
- Enhancing EI skills
- Understanding assertiveness
- Skills of assertiveness and when to use assertive techniques
- Positive thinking and self awareness
- How to acquire and maintain influence

SUMMARY

This module focuses on understanding and using Emotional Intelligence (EI) as an important aspect of the managers role in the workplace

As a key EI facet, we will also develop assertiveness and influencing skills and understand when to use them effectively.

Participants will develop practical behaviours, be more assertive and able to proactively influence others within the workplace and in other situations.

PRE/POST WORK

- None

OBJECTIVES

By the end of this course you will;



Explore the 5 domains of emotional intelligence



Identify Emotional Intelligence strengths for Leadership and Management success



Practice assertiveness behaviours and tools



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