



Management



Effective Team Leadership using Emotional Intelligence



2 Day Course



Classroom or Virtual
Blended Training



Accredited Course

Aligned to Unit Standard 252031 (4 credits) in the Generic Management Level 5 Qualification.



About the Course

 **Classroom:** R 6,850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

Emotional intelligence (EQ) in a manager is the ability to manage your own emotions and recognise the emotional needs of your team and manage them accordingly. It is also a vital part of Leadership Development within any organisation. Emotionally intelligent managers can deal with difficult employees, a demanding boss, rapid changes in the workplace and unexpected problems, while keeping a level head and a self-confident attitude.

This intensive 1-day **Effective Team Leadership Using Emotional Intelligence (EQ)** course will equip all who attend with surprisingly simple, yet effective ways to deal competently with current and future issues in the workplace. You will discover your current level of EQ and receive techniques for managing staff in an EQ astute manner.

Once mastered, EQ will help you to choose your battles wisely, behave assertively and confront sticky situations with confidence. Learn the techniques to become more inspirational, more encouraging, more directive and more persuasive and above all, respected for who you are; not just for your job title.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance



Course aligned to Unit Standard 252031 (4 credits) in the Generic Management Level 5 Qualification.
Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- True success is how you connect with people and this is what this course will help you do better.
- EQ will help you with self-management, managing individuals, teams and departments more competently.
- Using your EQ to treat people more respectfully, with dignity and with diplomacy no matter how volatile or complex the conundrum.
- Having a higher EQ will have spin-offs that will positively influence your relationships on all levels at work and even on the home front creating confident and happier personnel.
- Discovering the 6 EQ cornerstones and assessing your current level of emotional competence
- Assessing the positive impact of EQ on the way you handle conflict, communication, team performance and generation / manage culture gaps
- Seeing how teams managed with a high level of EQ are outperforming others at delivering great customer service

Who should attend

Accounts Staff, Admin Supervisor, Business Development Managers, Business Unit Manager, Channel Head / Manager, Claims Manager, Commercial Manager / Secretary, Credit Service Consultant, Data Capturer, Debtors Manager, Secretary, Financial Manager, General Manager, HR Manager, Marketing Manager, Merchandise Manager, Office Manager Operations Co-Ordinator / Manager, Procurement Manager, Production Planner, Project Director/Manager, Receptionist, Sales Manager / Rep, Service Manager, Supervisor, Underwriting Specialist, Warehouse and Logistics Clerk / Manager .



“This course is a must for all the leaders/ managers to understand the people they are meant to lead and inspire; and to help them to perform at the best in what they do.”

- **Logistics Manager,**
XLink

Course Programme Agenda

Defining Emotional Intelligence and Emotional Competence

- Understand the nature of emotional intelligence
- Discover the 6 cornerstones of EQ
- Describing the relationship between cognitive intelligence and emotional intelligence
- Realise that in order to be successful in business, IQ is not enough
- Define the concept of emotional competence

Emotional Competence: A Framework for Individuals

- Understand the emotional competence framework in terms of:
 - Personal competence - knowing oneself
 - Social competence - knowing others (colleagues, subordinates)
 - Assessing your own perceived levels of emotional competence and compare it against the 6 EQ cornerstones
 - Achieve emotional self-awareness (recognising the difference between feelings and actions)
 - Understanding your own interaction styles to assess your EQ
 - Defining personal priorities

Communicating Intelligently and Assertively

- Communicating Intelligently and Assertively
- Know the definition of communication
- Know and understand the three different forms of communication
- Explain how to identify the needs, wants and expectations of team members
- Be aware of the barriers to communication
- Know what to do to improve your ability to communicate and to "read" people
- Understand why leaders should listen carefully
- Explain why assertive communication is so important in leadership
- Assess your overall current levels of assertiveness
- Explain the concept of assertiveness rights
- Describe the spectrum of assertive behaviour
- Model assertive, unassertive and aggressive behaviour
- Rate the frequency / intensity with which you use such behaviours
- List 10 basic strategies for assertive behaviour
- Solve a variety of problems using an OBEFO assertiveness technique

Building Intelligent Relationships

- Identify the importance of good interpersonal relationships in business
- Apply the concept of social styles to achieve a deeper understanding of where you and other people have a style match or a style mismatch
- Assess your communication style in order to understand your interaction style
- Review ways of becoming more versatile and "shifting style" with people to achieve harmonious working relationships
- Link social styles to a better understanding of team members reactions to pressures
- Analyse your team: its level of integration, role allocation and synergy
- Check your own and your team's degree of adult positioning
- Outline an overall strategy for solving problems with teams and managers

Handling Conflict with Emotional Intelligence

- List some of the reasons why conflicts develop
- Dealing with team conflict
- Define conflict and conflict resolution
- Contrast the benefits and negatives of conflict
- Analyse the life cycle and stages of conflict
- Identify factors which escalate conflict
- Describe some common ineffective approaches to conflict resolution
- List some conflict solving options (negotiation, mediation etc) and give guidelines for when to use them
- Differentiate between good and poor conflict resolvers
- Compare your styles and skills with your portrait of an effective conflict resolver
- Setting objectives for conflict outcomes
- Explore a team conflict problem
- Plan how to implement the solution

Emotionally Competent Professionals

- Explain the concept of "emotionally competent leaders"
- Understand that managing emotions (frustration, anger, stress) means emotional maturity
- Explore ways of creating an emotionally intelligent organisation
- Explain how to harness emotions productively - including emotional vs rational decision making
- Understand how to implement empathy and reading other people's emotional maturity
- Demonstrate applications of emotional competence in handling relationships (including conflict resolution, negotiation, networking, assertiveness and problem-solving)



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

Work out a Cost Estimate

Request a Quotation



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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