



**CORPORATE  
LEADERSHIP  
CENTER**

# EMOTIONAL INTELLIGENCE QUOTIENT (EQ)

**VENUE:** LABOURDONNAIS WATERFRONT HOTEL | **DATE:** 8<sup>th</sup> & 9<sup>th</sup> MAY 2024

## COURSE DETAILS:

Emotional Intelligence (EI or EQ) is considered to be one of the top ten skills sought after by organisations globally. It is a power skill and has a tremendous impact on your professional success and the success of the organization. The World Economic Forum studied people working in various industries and found that 90% of top performers are also high in emotional intelligence.

The purpose of the training is to equip the delegates with the skills to improve in the critical areas of emotional intelligence applicable to their area of development needs namely: **Self-Awareness, Self-Management (Self-Control), Motivation and Resilience, Empathy and Social Awareness (Relationships).**

## PRE-COURSE EMOTIONAL INTELLIGENCE PERSONAL ASSESSMENT QUESTIONNAIRE

The delegates will be required to complete and submit a Personal Self-Assessment Questionnaire 2 weeks before the commencement of the training workshop.

Further to this, the delegates will need to nominate a peer, a subordinate, and a direct superior to complete an EQ Assessment from their perspective on the Emotional Intelligence of the delegate as they have experienced. These will also need to be completed and submitted 2 weeks before the commencement of training.

The purpose of these assessments on the delegates attending is for them to gain insights into their areas of strengths and weakness within the 5 Frameworks of Emotional Intelligence including the perspectives of those nominated so that they can develop an improvement plan and apply the techniques and tools to improve in those areas identified in terms of their actions and reactions to situations in life and work, improving every day to be a better version of themselves.

## COURSE OUTLINE

- Introduction to Emotional Intelligence
- EQ Framework 1 – Self-Awareness
- EQ Framework 2 – Self-Management
- EQ Framework 3 – Self-Motivation & Resilience
- EQ Framework 4 – Empathy
- EQ Framework 5 – Social-Awareness (Relationships)

## EXPECTED OUTCOME

- Equip staff with the skills to improve in the critical areas of emotional intelligence applicable to their area of development needs.
- Improve the ability to recognise and understand own emotions and the effect of our actions, moods, and emotions on others.
- Improve the ability to set goals and look for ways to do better, show commitment and take initiative.
- Help to interact well with others. Build good relationships and connections with others, both in a personal and professional setting.

## TARGET AUDIENCE

Relevant staff of the company

## TRAINING METHODOLOGY

Interactive and participatory, including presentation and facilitation by the trainer with group exercises, roundtable discussions, video clips, case studies and debriefing. Participants will gain both theoretical and practical knowledge of the topics. The emphasis is on the practical application of the topics and as a result participant will go back to the workplace with both the ability and the confidence to apply the techniques learned to their duties.



### TRAINER: DIANNE LUBBE

Dianne Lubbe is a qualified OD ETD Practitioner, Life Coach, and Certified Emotional Intelligence Practitioner with over 20 years of Business Management and Training & Development experience. She is also qualified as a facilitator, assessor and moderator. Dianne has worked with clients spanning a variety of industries. Dianne is passionate about fostering a learning culture that is meaningful, relevant, and directed toward achieving both organisational and individual goals and objectives. She has extensive experience in all aspects of starting up and running small businesses as well as experience in operations and general management having held senior management positions, as Managing Member/Director, National Training Manager, and Regional Manager.

## FEES AND REFUND

Rs 30,000 per participant. Course is MQA approved and company sponsored participants can get a refund from HRDC.

Fees include lunch, tea breaks and training materials.