KOENIG SOLUTIONS · COURSE OUTLINE

Emotional Intelligence: Self-Awareness & Conflict Mgmt

Learn to raise self-awareness, manage emotions and relationships, and resolve conflict using emotional intelligence techniques.

COURSE OVERVIEW

This course examines emotional intelligence, starting with assessing your current level and exploring business cases for its use. It covers techniques for building self-awareness and social awareness, including analysing behaviour during positive and negative emotions and reworking negative self-talk. It then addresses managing emotions and relationships during conflict, drawing on brain change strategies from various wisdom sources. The course closes with writing a personal EQ learning agenda and putting that plan into action.

WHO THIS COURSE IS FOR

- **Team Leaders**
- **People Managers**
- **HR Professionals**
- **Individual Contributors**
- **Conflict Mediators**

LEARNING OBJECTIVES

- Assess your current level of emotional intelligence
- Explain business cases for applying emotional intelligence
- Apply techniques for raising self-awareness and social awareness
- Analyse behaviour during negative and positive emotions
- Identify self-talk patterns and rewrite a negative script
- Evaluate emotional responses that arise during conflict
- Describe brain change strategies from six wisdom sources
- Plan a personal EQ learning agenda

COURSE SYLLABUS

15 Topics

TOPICS

- Discover your level of emotional intelligence
- Discover business cases for emotional intelligence
- Learn different techniques for raising self-awareness as well as social awareness
- Learn to manage your relationships and emotions
- Gain self-awareness insights through Ray Charles' story
- Understand and analyze your behaviour during negative and positive emotions
- Observe your emotions and lean into your discomfort
- Explore self-talk patterns to emerge from negative and positive situations
- Learn to rewrite a negative script
- Practice your inner dialogue for negative situations
- Explore your emotions in the event of a conflict
- Break the conflict code with emotional intelligence
- Talk about brain change strategies from six wisdom sources
- Write your personal EQ learning agenda
- Set your plan in motion

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training | Live Online Classes (ILO) | Fly-Me-A-Trainer (FMAT) | Flexi (Self-Paced) | 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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