

Personal Development

# Mastering your Emotional Intelligence

## Course Details

### Price

£395.00

### Length

2 half days (09:30-12:30)

## Course Overview

Emotional Intelligence (EI), or emotional quotient (EQ) has become a sought-after quality for many employers. Emotional Intelligence is the ability to identify and regulate personal emotions and understand the emotions of others. A high level of EI helps build strong relationships, reduce stress levels, defuse conflict and improve job productivity and satisfaction.

Research has shown that success in life or work is only 20% dependent on your IQ (Intelligence Quotient) and 80% dependent on Emotional Quotient (EQ). Whilst our intellect helps resolve problems, high levels of Emotional Intelligence enable us to deal with people and problems in a more effective way.

In the workplace, having team members who are high in EI results in employees with higher morale, who are better able to collaborate, show improved critical thinking and problem solving, and are more productive.

## Course Content

**Flexible learning that works for you**

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In this workshop, delegates will learn how to:

- Recognise and describe the key parts of Emotional Intelligence
- Be aware of the importance of emotions and how they can positively impact and improve results.
- Develop ways to build interpersonal skills and enhance relationships.
- Recognise how to deliver high performance within the emotional climate of the work environment.
- Identify ways to work with emotions to solve problems, increase effectiveness, and develop resilience in stressful situations.
- Improve personal emotional intelligence and leadership skills to advance your career.

## Benefits

Delegates will leave being more aware of Emotional Intelligence, your personal EI and how to positively deal with the emotions of those around you. This can contribute to the building of better relationships at work, in social situations and at home.

## Next Steps

If you would like to book a place on this course, please click on the '**Book Course**' button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via [admin@gta.gg](mailto:admin@gta.gg) or call us on 01481 244570.

If no date is scheduled for this course at the present time, please click on the '**Register Interest**' button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.

## Course Tutor

### Jillian Clark

Jill is a qualified trainer and coach and holds a Diploma in Company Direction (Institute of Directors). Jill has over 25 years retail experience and was formerly Director of Customer Service at Specsavers. She is a Non -Executive Director of the Channel Islands Coop & Island FM and a Jurat in the Royal Court of Guernsey. Jill is experienced in leadership management, customer service, effective

communication and retail best practice. Jill delivers Chartered Management Institute qualifications as well as coaching and mentoring. Jill can work with teams and individuals to improve their effectiveness and leadership skills, developing action plans to help individual unlock their potential, impact and influence in their personal and working lives. Drawing on leadership and experiences of working with individuals at every level, Jill is passionate about helping individuals be the best that they can be.