

AMA2144 DEVELOPING YOUR EMOTIONAL INTELLIGENCE

Course Code: 2449

Enhance your self-awareness and make emotions work for you to build more productive relationships, professionally and personally, through emotional intelligence training.

Understanding and improving the connection between emotions and actions is crucial to business and personal success. Without such insights, even seemingly successful relationships may be courting disaster. Emotional intelligence (EI) and emotional intelligence training are very hot topics in today's workplace.

In this course, you will develop and enhance skills that will positively impact your work and tap into a whole new level of achievement in your career.

How You Will Benefit:

- Recognize the impact that EI abilities have on your professional development and career
- Assess your own EI abilities
- Increase self-awareness and develop a clear understanding of your strengths and weaknesses through emotional intelligence training
- Learn strategies to help you manage counterproductive tendencies
- Improve your sensitivity to corporate cultures and respond appropriately to workplace social cues
- Apply the four key emotional skills to a broad variety of workplace situations
- Develop and use the EI Blueprint to manage difficult professional challenges and enhance interactions
- Create an action plan for continued EI self-development

What You'll Learn

- Characteristics of the emotionally intelligent person
- Four key emotional skills: identifying, leveraging, understanding, and managing emotions
- Connect emotional expressions and underlying messages to read people more accurately
- Leverage emotions to help you think
- Emotional tasks and enhancing your skills
- Develop a complex emotional vocabulary to describe emotions with clarity

- Meet the emotional needs of others
- Manage emotions effectively
- Develop a Blueprint model using the four key emotional skills to tackle workplace challenges

Who Needs to Attend

Business professionals who want to maximize performance by developing their interpersonal skills and increase self-understanding and emotion-management

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