

## EQ Edge (Emotional Intelligence)

Duration: 4 days

EQ is arguably particularly relevant in today's world of work where increasing complexity, rapid and constant change, and the emergence of the self-managed career, amongst other factors, make for a very challenging and highly stressful workplace. IQ, education and technical expertise remain necessary to traverse this difficult terrain, but in reality they are threshold competencies. More is required to move beyond this threshold, excel and contribute to the organisation's success. EQ gives people the edge. EQ helps employees and leaders become valuable contributors to the organisation's bottom line.

But EQ is not inevitable. It does not automatically correspond with chronological age. Like many skills, EQ can and needs to be consciously developed.

**EQ Edge** is designed to help employees grow their Emotional Intelligence. In line with *Pareto's Principle*, the programme focuses on the core EQ competencies that have the biggest impact for individuals and teams and consequently on their ability to contribute fully to the business.

### Programme Overview

#### Part 1: Personal Competence

Module 1: Emotions and EQ

Emotions: What they are and why they are important

Coming to grip with the full range of emotions as foundation for developing your emotional vocabulary

The difference between managing your emotions and being managed by them

Module 2: Self-awareness

What self-awareness is and why it is the cornerstone of EQ

How low self-awareness can handicap your actions

Understand your brain: The role of instinct, emotion and logic and how to use all three to your benefit

Practical steps to grow your levels of self-awareness

Module 3: Self-regard and self-esteem

The two facets of self-esteem and the role of each in self-regard

Self-esteem: understand how it is shaped and how to enhance it

Change your thinking to change your life

Module 4: Optimism

Determine how optimistic or pessimistic you are and how this affects your decisions, your choices, your behaviour and ultimately your life

Change your approach from being problem to being solution focused

Apply 6 P Thinking as a tool to consciously grow your optimism

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# Lynn Page & Associates

We develop people, processes, programmes & learning solutions

## Module 5: Motivation

Motivation: The key to starting a task and staying with it

The sources of motivation: how to enhance this in your life

Ways to more effectively deal with setbacks and create comebacks

How to build up your energy to keep your level of motivation high

## Module 6: Emotional (impulse) control

What happens in your body when emotions boil over and how this affects your thinking and behaviour

The benefits of using emotional control

Identify your 'hot buttons' and learn how to deal with them

How to apply the STOP, THINK, DO technique to help you gain control

Deal with anger; your own and that of others

## Part 2: Social Competence

### Module 1: Interpersonal relationships

Your approach to relationships and how this determines their quality

How to show more respect and appreciation to grow your relationships

Use sensitivity and dynamic listening to understand other people

How to express empathy so people experience that you understand

### Module 2: Assertiveness

Interact with your environment and make your voice heard: Move from aggression or reticence to assertiveness

The starting point: increase your levels of empathy and courage

How to use words and body language to promote your assertiveness

The role of 'I statements' and how to use them effectively

Make self-disclosure work for you instead of against you: express your opinions, feelings and needs in an open yet appropriate way

Deal effectively with criticism and feedback.

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