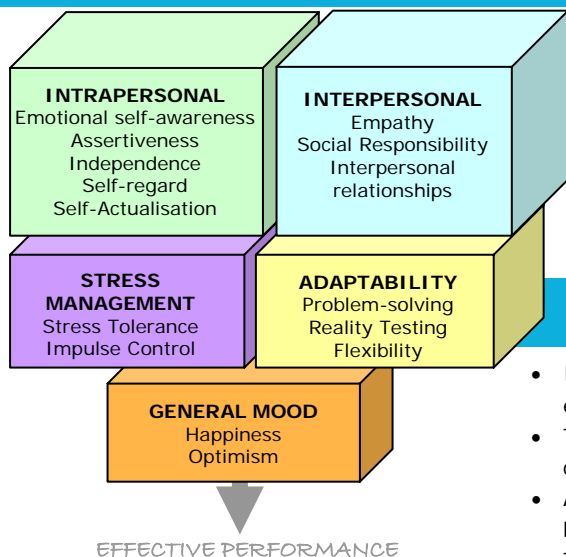




75% of leadership derailment is due to a lack of ability to manage self and build relationships with others - (Yukl). The importance of developing Emotional Intelligence and Interpersonal Intelligence should therefore not be underrated - Psychology at Work.

What is Emotional Intelligence?



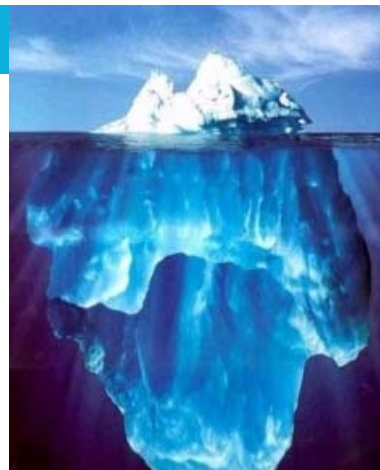
- Emotional Intelligence (EI) is an array of non-cognitive abilities, competencies and skills that influence one's ability to succeed in coping with environmental demands and pressures.
- EI is therefore a strong determinant of effective performance.
- According to BarOn's EI model it includes Intra-personal, Interpersonal, Stress management and Adaptability competencies. The performance on these competencies is ultimately affected by one's overall outlook or general mood as shown in the model.

Benefits of having a well developed EI ...

- Individuals with well developed EI ... demonstrate the ability and confidence to express emotions easily and appropriately.
- They also have an authentic sense of self. They appreciate their personal strengths and challenges, taking responsibility for their actions.
- As they are aware of what works or does not work for them in situations and display behaviour that is congruent with how they feel, others perceive their intentions clearly. Therefore, they tend to establish mutually satisfying relationships.
- Their empathy is well-developed and they are able to see others' points of view without compromising their own values and opinions.
- They display a willingness and skill to solve difficult and confusing problems with emotional content, as they are able to manage their discomfort in situations.
- Activities have more meaning and they derive greater pleasure from life by being able to emotionally connect with others.

Psychology at Work's 2-day Emotional Intelligence workshop

- Participants complete the BarOn EQi questionnaire before the workshop and feedback is given during the workshop.
- The EI workshop is highly interactive. To start participants work together with the facilitator to build a sound understanding of Psychology at Work's Diamond Model of behaviour. The different competencies on the BarOn EQi model are then discussed in relation to the behaviour model.
- During this process, individuals get to work with their personal results on the BarOn EQi. This allows them to gain a vivid picture of their strengths and development areas in terms of EQ and importantly, to know how to shift their thought patterns in order to make the changes they want to in their lives.
- Throughout the process, participants are taught and immediately apply self-management techniques that help them to develop their EI by challenging unhelpful beliefs and self talk.
- Individuals leave the process after having designed their own personal development plan that will help them to implement the changes they desire in their lives.



What makes this EQi process different?



- Psychology at Work's EI workshop focuses on raising individuals' self-awareness and helping them develop the skills necessary for mastering EI.
- The process is not an 'information-dumping' / educational session. Rather, the limited amount of theory that there is brought to life with shared experiences and humorous examples to make the experience real and relevant for individuals in their current contexts (work and home).
- Individuals learn the practical skills that allow them to challenge the way they operate and their existing beliefs around self, stress and anger management.
- An environment of shared experiences is created in order to help individuals appreciate their imperfections, to assist them to learn from others, as well as to limit the feeling of being "taught".
- Equipped with increased self-insight and the skills required to challenge unproductive thoughts and behaviours, individuals continue to grow and enhance their EI and relationships over time.
- Individual's get to decide on what specific areas they wish to target through their development plan. This increases the relevance of the process and the likelihood of sustainable behaviour change.