

Developing Your Emotional Intelligence (EI)

This two-day course will help you develop and enhance your EI and communication competencies. It will focus on practical skills development that will greatly benefit you individually and in your home and work life



An exciting and practical 2-day training course from one of the UK's leading providers of communication, leadership and management training. Designed for people wishing to develop and enhance their skills in communication and Emotional Intelligence (EI)

buonconsultancy

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DEVELOPING YOUR EMOTIONAL INTELLIGENCE (EI) TRAINING COURSE

Introduction

In his popular book *Emotional Intelligence: Why It Can Matter More Than IQ*, Psychologist Daniel Goleman brought the idea of EI to the masses. Goleman based his ideas on emerging work in neuroscience that shows that the emotional centres of the brain are involved in everything we think and do and are enormously important in our daily life.

Emotional Intelligence (EI) is the ability to observe, distinguish, control and appraise our emotions. The aim is to use our awareness of EI to manage our behaviour and relationships. This two-day course will help you develop and enhance your EI and communication skills. It will focus on practical skills development that will greatly benefit all who attend.

About the Trainer

Tony Buon is a psychologist, educator and author. Tony holds graduate and postgraduate degrees in psychology, behavioural sciences and workplace education. He is also an accredited mediator.

He specializes in workplace psychology, leadership and communication. Tony has lectured at leading universities in the UK and Australia. Among the subjects he has taught are psychology, leadership, HRM, education and criminology. He has also taught on an accredited MBA programme in Scotland.

Tony was born in Scotland and spent many years living in Australia. Today he lives in London, England. He has worked in more than 35 countries and with many of the world's leading organizations. His work has been featured in publications as diverse as Rolling Stone and the Reader's Digest. He has appeared on CNN, the BBC, Trans-World Sport and many international television and radio stations.

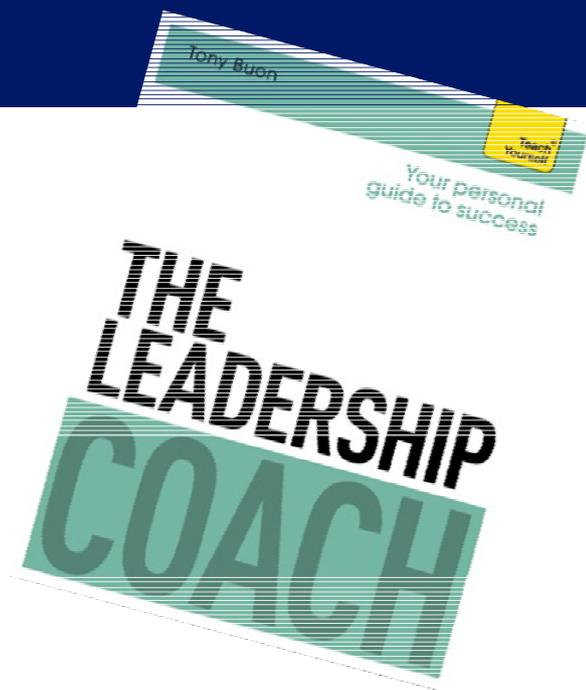
Comments from previous participants:

"...one of the best courses I have ever attended!"

I can't believe how much I learnt. As an experienced manager, I thought I knew it all, this course truly expanded my people management skills"

"...the trainer was excellent and the individual feedback and advice fantastic"

This course will make me a better salesman, I have new skills I can use every day in dealing with all my customers"



All course participants will get a free copy of Tony's best selling book, *The Leadership Coach*. This is a workbook that you can use to continue your learning after attending the course

The Course & EI

Emotional Intelligence (EI) has been widely promoted in the press, trade journals and scientific literature. Most people have heard the claims by writers such as Daniel Goleman, who stated 'it matters twice as much as IQ' (Goleman, 1998) or that EI and good communication skills are 'positively related' (Erigüç & Köse, 2013). A meta-analysis, also published in 2010, found a positive and significant correlation with job performance (O'Boyle et al, 2010).

It has also been strongly argued that EI can improve sales, communication and improve leadership and work-performance (Prati et al, 2003).

EI is about being aware of emotions in yourself and others, and being able to manage those emotions.

This course will cover topics such as; Understanding your personality style, giving feedback to others, dealing with 'difficult' people, removing the barriers to communication, cross-cultural communication and the science of body-language.

Course Objectives

- ▼ Develop and identify EI competencies
- ▼ List barriers to effective communication
- ▼ Understand how to motivate self and others
- ▼ Improved competency in EI at multiple levels

Developing your Emotional Intelligence (EI) Training 2-day Course



The Benefits of attending this course

1. Develop practical skills with application in your work and home life
2. Appreciate the importance and meaning of Emotional Intelligence (EI)
3. Learn about human psychology
4. Improve your communication skills
5. Learn how to give effective feedback to others
6. Motivate yourself and others in an appropriate way
7. Understand your own 'personality style'
8. Develop your cross-cultural communication skills
9. Appreciate current issues in managing others effectively
10. Learn what is true and false about 'body language'

The Course

Day 1: Understanding EI and Communication

- ▼ An EI Framework
- ▼ EI Competencies
- ▼ Understanding your personality
- ▼ Understanding your Emotions
- ▼ Improving your EI Competency
- ▼ Giving feedback the EI way
- ▼ Dealing with 'difficult' people
- ▼ Education & Credentials — do they matter?

Day 2: Applying and Developing your EI

- ▼ Barriers to communication
- ▼ Improving your communication skills
- ▼ Cross-cultural communication
- ▼ The science of Body-Language
- ▼ Motivating yourself and others
- ▼ Being EI on-line (email/social media use)
- ▼ Ways to improve your EI
- ▼ Working on Your EI