

## Working with EQ 2

How resilient are your team members in challenging situations? During times of stress and uncertainty, is it difficult for them to stay focused and maintain a positive attitude? Can they use their emotional intelligence to increase productivity and enhance performance?

This thought-provoking course will expand your teams' existing EQ skills, increasing their ability to deeply understand their own and others' emotions. They will be more adept at managing challenging and complex situations. As a result, your organisation will be more agile and resilient in times of change and uncertainty.



Objectives	Benefits
<ul style="list-style-type: none"> <li>Adopt an aware, optimistic and resilient mindset in challenging and stressful situations to enhance outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Participants will be highly adept at using EQ to drive productivity and performance, resulting in increased ability to deal with change and uncertainty</li> </ul>
<ul style="list-style-type: none"> <li>Use an emotionally intelligent thinking process to work productively in complex situations</li> </ul>	<ul style="list-style-type: none"> <li>Stakeholders will appreciate working in an environment where empathy and compassion are prioritised, enhancing understanding, rapport and performance</li> </ul>
<ul style="list-style-type: none"> <li>Maintain positive and supportive working relationships with a diverse range of stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>The organisation will benefit from greater adaptability, resilience and productivity during challenging, stressful times – contributing to a more agile work environment</li> </ul>

- Developing level course: take your skills to the next level
- Experience: strong establishing level skills or completion of Working with EQ 1
- Minimum upper-intermediate (B2) level English

## Working with EQ 2 - Course outline

Module	Competency
<b>Advanced EQ essentials</b> <ul style="list-style-type: none"> <li>Evaluating EQ practices in your workplace</li> <li>Setting personal goals</li> </ul>	<ul style="list-style-type: none"> <li>Set goals to strengthen existing EQ skills by analysing behaviour against criteria for advanced performance</li> </ul>
<b>EQ and emotional regulation</b> <ul style="list-style-type: none"> <li>Analysing your emotional states in the workplace</li> <li>Positively influencing your emotional state</li> </ul>	<ul style="list-style-type: none"> <li>Regulate your emotional state in a variety of workplace situations to enhance outcomes</li> </ul>
<b>EQ and your productivity</b> <ul style="list-style-type: none"> <li>Identifying your productivity habits</li> <li>Using an optimal thinking process to enhance productivity</li> </ul>	<ul style="list-style-type: none"> <li>Use an optimal thinking process to improve your productivity</li> </ul>
<b>EQ and stress optimisation</b> <ul style="list-style-type: none"> <li>Responding proactively to stress</li> <li>Taking care of your well-being</li> </ul>	<ul style="list-style-type: none"> <li>Stay positive, proactive and focused during times of stress to maintain confidence, credibility and well-being</li> </ul>
<b>EQ, empathy and compassion</b> <ul style="list-style-type: none"> <li>Identifying what stops and motivates you demonstrating empathy</li> <li>Strengthening your empathy and compassion to others</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate empathy and compassion to people from diverse backgrounds and in a range of challenging situations</li> </ul>
<b>EQ and teamwork</b> <ul style="list-style-type: none"> <li>Building team EQ</li> <li>Motivating yourself and others</li> </ul>	<ul style="list-style-type: none"> <li>Implement practices for building EQ in your team, to enhance collaboration, creativity and performance</li> </ul>
<b>EQ and change</b> <ul style="list-style-type: none"> <li>Understanding your reactions to change</li> <li>Building an acceptance mindset</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate a positive mindset during times of change to increase resilience and maximise new opportunities</li> </ul>
<b>Advanced EQ mini-clinic</b> <ul style="list-style-type: none"> <li>Setting goals and action planning to develop your EQ</li> <li>Articulating your EQ strengths and goals</li> </ul>	<ul style="list-style-type: none"> <li>Develop plans to achieve advanced EQ goals in the workplace by selecting tools and techniques for effective performance</li> </ul>