

PROGRAM

# EMOTIONAL INTELLIGENCE

DEVELOP THE OTHER KIND OF SMART

## PROGRAM OVERVIEW

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than we realise. When we look at the truly extraordinary people who inspire and make a difference, you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This two-day workshop will help you develop your emotional intelligence.

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Coming from a technical background and liaising with stakeholders and management, I found a need to improve particular 'soft skills.' New Horizons offer hands-on workshops that allow you to take-away great insight into effective styles of communication and leadership. I've found it very useful and consider it a worthwhile investment.

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**Peter Antony**  
Training and Development  
University of Technology, Sydney

For enrolments or further information, please call

**1300 794 006**

or email us on

**[info@nhaustralia.com.au](mailto:info@nhaustralia.com.au)**



## OUTLINE

### SESSION ONE:

- » Course Overview

### SESSION TWO:

- » History of Emotional Intelligence
  - The Three Mainstays

### SESSION THREE:

- » Emotional Intelligence Defined
  - Definitions and Thoughts

### SESSION FOUR:

- » Communication Filters
  - Questioning

### SESSION FIVE:

- » EI Blueprint
  - Identify Emotions
  - Understand and Manage
  - Use and Communicate

### SESSION SIX:

- » Personal Values
  - Making Appropriate Decisions

### SESSION SEVEN:

- » Optimism
  - What is Optimism?
  - ABC's of Optimism
  - Pessimism vs. Optimism
  - Dealing with Adversities

### SESSION EIGHT:

- » Validating Emotions in Others
  - Listening
  - Questioning
  - Empathising

### SESSION NINE:

- » Delivering Difficult Feedback
  - Diplomacy
  - Feedback Template

### SESSION TEN:

- » Understanding Emotions
  - The Seven Human Emotions
  - Positives and Negatives
  - The Emotional Map

### SESSION ELEVEN:

- » Setting Your Personal Vision
  - Defining Your Principles
  - Understanding Your Values
  - Considering Your Strengths and Talents
  - What's Standing in Your Way?
  - Think in Terms of Relationships
  - Creating Your Vision Statement

### SESSION TWELVE:

- » Wrap and Re-cap

### COURSE DURATION:

- » 2 days (9am - 5pm)

### TARGET AUDIENCE:

This course is intended for anyone for whom building relationships and maintaining their own emotional stability is important, including:

- » Leaders
- » Managers
- » Salespeople
- » Negotiators
- » Technical People who struggle with relationships
- » Team Members

### KEY PARTICIPANT BENEFITS:

- » Develop effective techniques to manage your own emotions
- » Practice these skills
- » Better cope with adversity
- » Become more confident of your ability to build relationships

### KEY BUSINESS BENEFITS:

- » Strengthen staff trust and engagement
- » Enhance capability of winning business
- » Create a better feeling and stronger organisation
- » Increase productivity through better relationships



This course includes lunch at one of the restaurants near our training centre in the CBD.

## OUR FACILITATORS

### TIM HIGGS

Tim brings to New Horizons a comprehensive skillset with over 20 years of experience as a manager, facilitator, psychologist and coach. Tim has had two distinct directions to his career; firstly in Sales and Management and thereafter, transitioning into people development and change facilitation.



As the Professional Development (PD) Portfolio Manager for New Horizons in Sydney, Tim currently consults to all areas of the business community in Australia in the area of training solutions.

### STAN THOMAS

Stan has been working in a professional training capacity for over 15 years and possesses a wealth of knowledge in the areas of adult education gained through both formal study and practical training delivery both nationally and internationally.



As the Professional Development Manager for New Horizons Melbourne, Stan is responsible for the delivery, quality control and enhancement of existing and new programs at New Horizons.

### TRISH DOBE

Trish has over 20 years of experience in organisational development, change management, and corporate learning and development both within Australia and overseas.



As one of New Horizons' most experienced Professional Development trainers, Trish's main focus is the delivery of solutions which enable organisations to measurably improve their performance. Trish specialises in the delivery of training programs in the areas of performance management, leadership, process improvement, sales and customer service.

## OUR DELIVERY MODALITIES:

### Public Schedule Courses:

New Horizons' Emotional Intelligence course is available for public enrolments. This two-day course will allow clients to gain skills in a particular subject matter in a short period of time. Please visit our website for the next available date.

### Closed Group:

Do you have a number of staff who need to attend the same training? New Horizons can organise a closed training session for your staff at New Horizons' premises or your own. We can also customise this program to address your specific business challenges and goals.

### One-on-One Coaching:

New Horizons offers one-on-one coaching with highly accomplished and experienced Professional Development specialists. This will allow you to maximise your emotional intelligence through targeted coaching sessions.

## CONTACT US:

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## USEFUL LINKS:



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[www.nhaustralia.com.au/EI](http://www.nhaustralia.com.au/EI)



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[www.nhaustralia.com.au/PD](http://www.nhaustralia.com.au/PD)



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