

# Emotional Intelligence - Enhancing Relationships

Successful people are often set apart not by their IQ, but by their EQ; their Emotional Intelligence. Emotional Intelligence is the ability to recognise and manage emotions. Many extraordinary people are successful because they have the ability to connect with others at a personal and emotional level.

This course will help you develop your EQ and take full ownership of your emotions, to enable you to influence others and succeed.

## **Audience**

This course is designed for anyone wanting to be more effective in work and life relationships by better understanding and managing emotions.

We offer this program in two 3-hour sessions in successive weeks. You can attend this program from anywhere: your workstation or from home.

## **Outcomes**

Learn how to:

- Recognise the 7 basic human emotions
- Understand your own emotions and their impact
- Communicate about feelings
- Recognise and manage your hot buttons
- Manage impulse and reaction
- Focus on the key elements of happiness
- Use emotional intelligence to build relationships.

## **Virtual workshop**

\$ 395 + GST

Electronic editable participant manual and PDF certificate included.

## **Small group sizes**

We limit the group size to 12. This means the workshops are highly interactive and we'll be able to focus on your personal challenges.

## **Dates**

Two 3-hour sessions: 9.30am to 12.30pm

- Thursday 11 and 18 March 2021 (AEDT)
- Thursday 10 and 17 June 2021 (AEST)
- Tuesday 7 and 14 September 2021 (AEST)
- Wednesday 17 and 24 November 2021 (AEDT)

Please check our [website](#) for the latest dates.

## **You will need**

- A device with a camera – preferably a laptop or desktop.
- Good internet access.
- A quiet room.

## **Book a virtual workshop**

Choose between:

- Call 1300 655 098
- Send us an email at [info@icml.com.au](mailto:info@icml.com.au).
- Complete our [online booking form](#).

## **Virtual group training or coaching**

We deliver this program virtually to groups nationwide.

Call us on 1300 655 098 for a quote or send us an email on [info@icml.com.au](mailto:info@icml.com.au).

# Virtual workshops

We deliver programs in interactive, live online workshops, accessible from a device anywhere.

## Highly impactful learning

- Replicating face-to-face workshop experiences through conferencing technology.
- Using extra features for engagement: polls, quizzes, chat, electronic whiteboard.
- Learning in multiple shorter bursts – allowing practice between sessions.

## Benefits of virtual workshops

- Attend the training from the comfort of home or personal workstation.
- No travel time or expenses.
- Multiple short sessions – less impact on work.

## Simple access

- You need: a device with camera and a quiet place.
- No software needed.
- Click on a link to gain access.
- Works on any personal device and most corporate systems.

## How to book

Choose between:

- Call 1300 655 098
- Send us an email at [info@icml.com.au](mailto:info@icml.com.au).
- Complete our online booking form.

## Tailored group training

**Ask us how we will tailor this program to your organisation or team. Benefits are that we tailor the:**

- *Content* to suit your organisation's needs.
- *Delivery* to reflect your procedures, values, examples and terminology, which encourages participants to apply their new skills in their roles.
- *Duration* to suit the availability of your team members and your budget.

## Request a quote

Please call 1300 655 098 to ask us how we can tailor a program to your needs.

Alternatively, email us at [info@icml.com.au](mailto:info@icml.com.au).

