ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COMMUNICATION AND INTERPERSONAL SKILLS

Emotional Intelligence – Enhancing Relationships

Build self-awareness and stronger working relationships through emotional intelligence.

WHO IT'S FOR

Professionals at any level who want stronger working relationships.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Recognise your own emotions and how they affect others
- Notice your hot buttons and manage your reactions
- Read other people's emotions and respond with empathy
- Talk about feelings at work in a constructive way
- Stay calm and think clearly under pressure
- Use emotional intelligence to build stronger relationships

ABOUT THIS PROGRAM

Our emotional intelligence training deals with the human side of work that technical skills don't cover. A sharp comment in a meeting sours a relationship for months. Pressure brings out defensiveness. A capable colleague is seen as hard to work with. Participants learn to recognise their own emotions and hot buttons, manage their reactions, read others with empathy and talk about feelings constructively. They apply each idea to their own working relationships, so the change shows up in how they work with others the next day.

Tailored to your organisation

We build in your values, your terminology and the pressures your people face, whether that's leading a team, serving customers or working through change, so the emotional intelligence in the workplace training fits their real working relationships.

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online