

# Leading With Emotional Intelligence

1 Day

Discover what Emotional Intelligence (EQ) is. Discuss how EQ differs from the "intelligence" measured by IQ tests. See how thinking patterns and emotional states influence your success as a manager. Hear how to change emotional "programs" that block success at work. Gain hands on experience using relationship management tools. Increase your personal power and influence at work. Learn practical ways to manage work overload, handle difficult relationships and build better work life balance.

## What you'll learn to do in this course

You'll come out of this session with powerful tools for leading with emotional intelligence. We'll bring theory to life and tell you how to succeed. A range of practical tips will be presented to you. You'll talk through examples and enjoy practical exercises. At the end of the course, you should be able to:

- Discuss models of EQ and what they mean for management theory
- Assess your current level of EQ
- See EQ skills being applied to real life management scenarios
- Monitor and manage your own 'state of mind'
- Build trust in relationships
- Balance advocacy and enquiry during conflict

## Topics you'll cover

- What is EQ?
- A leader's guide to the brain
- How EQ can make you a smarter manager
- EQ in action
- States of mind
- Rapport as a relationship management tool
- The you...me...us approach to conflict

“think  
learn?  
succeed”

“Smart training for clever people”

**What others have said  
about the course...**

“A fabulous taste of EQ.”

“I thought it was fantastic that Eleanor used slides to support, but that most of the learning came from her speaking directly to us and provoking thought.”

“I enjoyed the free flowing style of the course and the practical exercises which helped reinforce the topic. The folder of information is a great tool for reflection.”



**Book your training NOW**

Call Eleanor Shakiba on 0433 126 841

Download course information at  
[www.thinklearnsucceed.com.au](http://www.thinklearnsucceed.com.au)