

Emotional Intelligence

General Objectives:

At the end of the course, professionals are able to:

- Identify and understand the functioning of emotional intelligence ; include IE in carrying out its policy tasks and organizational success factor, increase the efficiency of the teams improving outcomes and involvement of its employees.

Target Audience:

- ✓ Mainly it is targeted to Leaders and Technicians.

Hours:

18 Hours

Program Contents:

- ✓ What is Emotional Intelligence
- ✓ The basic skills of emotional intelligence - empathy, communication, assertiveness and interpersonal relationship of excellence
- ✓ The self-control and self-efficacy
- ✓ Emotion management strategies
- ✓ The emotionally intelligent behavior
- ✓ Emotional intelligence and job performance
- ✓ Emotional intelligence strategies