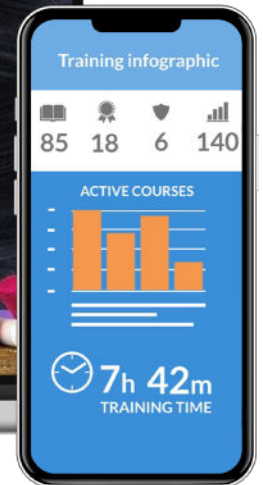
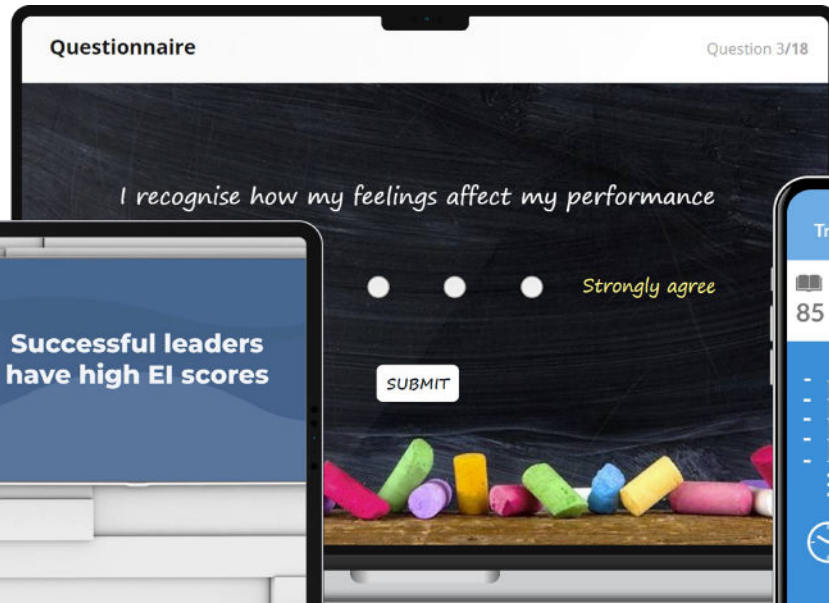
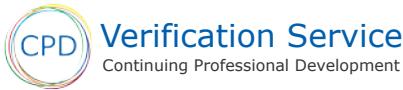


EMOTIONAL INTELLIGENCE



OVERVIEW

What does it take to be successful? Of course, normal intelligence matters, as do technical skills and experience. But really successful people often score highly in another vital, less talked about area – emotional intelligence.

Emotional intelligence is probably the greatest 'soft' skill you can learn in business. In this course your learners will get a firm understanding of what it is and why it's important. And they'll have a range of practical tools to take back to the workplace so they'll start working better with other people to achieve greater results.

OBJECTIVES

- Become a more successful team member
- Quickly build rapport with customers and provide better service
- Reduce conflict and save valuable management time
- Help inspire, motivate and retain employees
- Become a more liked and successful leader
- Positively influence audiences and clients
- Remain in control even when they're experiencing strong emotions



DURATION

2 hours. Including video, interaction and downloads.



AUDIENCE

Anyone that might need to present, including; Directors, Managers, Team leaders, Business development and sales staff.



CERTIFICATION

Upon completion of the course the learner will receive a CPD certificate.

