

EQ LEADERSHIP MODULE

Unit Standard	120305 - <u>Analyse the role that emotional intelligence plays in leadership</u>
NQF	1
Credits	2
Duration	1 day
Organisational Development Area	Managers, Supervisors and Team Leaders (Also suitable for staff in Management Development Process)

COURSE OUTLINE

- Fundamentals of Emotional Intelligence;
- Establishing a common definition of Emotional Intelligence;
- Understanding emotions;
- How is EQ different from personality?
- EQ competencies that correlate to workplace success;
- Emotional Intelligence's impact on the bottom line;
- Emotional Intelligence in the workplace;
- Transactional analysis first order structural model;
- Empathy;
- Communication in the workplace;
- Mastering self-management techniques;
- Becoming an emotionally intelligent leader;
- Emotional leadership;
- Types of leaders;
- Enhancing team performance through Emotional Intelligent tools;
- Improving team dynamics.