



IN PARTNERSHIP WITH



# THE EMOTIONAL INTELLIGENCE MASTERCLASS

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*How to increase your EI to give you that edge at work & life*

# OBJECTIVE

This insightful 3 Day program helps participants learn more about themselves using the Emotional Intelligence Competency Framework and they will takeaway the tools and skills required to better manage themselves & others. Participants will learn about their strengths and areas for development & acquire EI strategies to build competence at work & life by learning how to build stronger relationships, how to empathize with others, how to manage stress levels, how to overcome challenging situations, diffuse personal conflicts and much more!

# BENEFITS

By completing this workshop, participants will:

- Improve and advance their career & life with Emotional Intelligence (EI)
- Understand their EI strengths & areas for improvement to cultivate positive influence
- Gain knowledge of different EI strategies to improve engagement & relationships with stakeholders at all levels
- Develop empathy and apply empathic listening when responding to stakeholders' needs
- Strengthen interpersonal skills to better communicate with others
- Be better able to handle conflict and challenges
- Recognise and deliver appropriate responses and behaviours while under stress
- Learn & Adopt techniques to manage stress, conflicts & overcome difficult situations

# MODULES

1. Understanding Emotional Intelligence (EI) & Its Impact In Business
2. Goleman's EI Competency Framework
3. EI Self Assessment
4. EI Strategies & Skills For Building Competency At Work & Life
5. The Science Of Emotions
6. The Emotional Appraisal Process
7. The Amygdala Hijack
8. Cognitive Distortions Or "How Our Brains Lie To Us"
9. Aligning Core Values & Goals
10. Regulating & Managing Emotions With Neuroscience & Mindfulness
11. Relationship Management By Building Rapport
12. Mindful Communication Skills
13. Case Study Role Plays
14. Conflict Resolution
15. Developing A Customised EI Action Plan
16. Buddy Accountability

# HOW

This masterclass is delivered as a powerful experiential group coaching program that is packed with the perfect blend of bite sized cutting edge research, group exercises and activities that simulate reality and highlight key learning points, small group discussions, demonstrations, videos, personal reflection and practice of techniques as well as group coaching.

**“90% of Top Performers have High Emotional Intelligence”**

*Harness the power of the #1 predictor of professional success & personal excellence*



# LOGISTICS

## Date & Time

January 21 - 23, 2020

9:00am - 3:00pm

## Location

Radisson Blu, Kuwait

## Registration

Register your team today, as workshops sell out quickly!

Online through <http://oe.kfas.org.kw>

## Contact Information

Email: [training@kfas.org.kw](mailto:training@kfas.org.kw)

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