

Advanced emotional intelligence- interpersonal skills

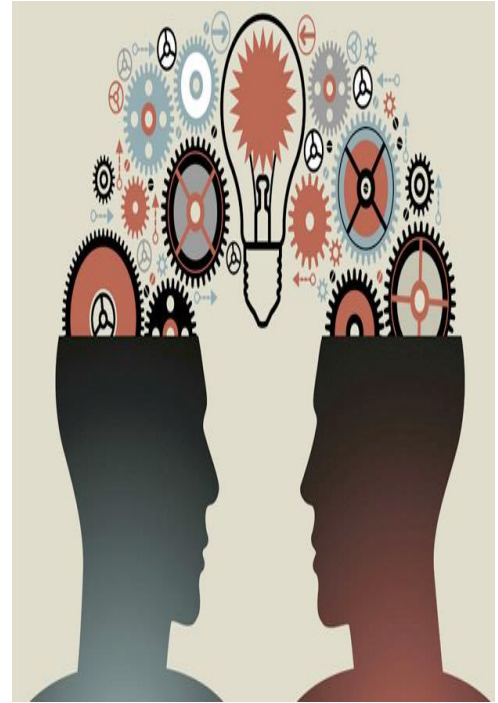
DESCRIPTION:

This course follows on from Emotional Intelligence course and allows delegates to focus more specifically on interpersonal skills. Delegates explore topics that fall under two main areas; social awareness and social facility. Within these areas, a range of EI competencies are explored such as empathy, attention, rapport building, understanding others, influence, acting and so on. You can use this course in combination with EI: Personal Skills to cover all of the competencies within EI. The course is designed around a series of exercises that help delegates to practice communication skills by focusing on specific EI competencies. Through these exercises, delegates can explore various methods to deal with everyday social situations and discover what methods work best for them. Various examples such as business meetings, interaction with colleagues, managers or even friends are explored throughout the course.

OBJECTIVES:

At the end of this training the participant will be able to:

- Control emotions and manage self when they are not aligned with what would be considered appropriate behavior for a given situation
- It also means standing up for what you believe in, defending your ideas with confidence, instructing others on what needs to be done
- Understand another person's feelings, concerns, expectations and their situations
- Understand others' feelings, concerns, expectations when interacting with them and become a trusted person in their network
- Understand others' needs systematically and respond accordingly to get maximum results in your interactions with them



TRAINING CODE:

AEIPD 08

DURATION:

08 hours / 2 hours for 1 day

MODE OF DELIVERY

- Presentations
- Group discussions
- Role-playing
- Self-assessing exercises

DESIGNED FOR:

This course is suitable for

Level 04

OUTLINE:

- Social-intelligence and social awareness
- Attention
- Empathy
- Verbal and non-verbal synching
- Influencing
- Concerns

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