

workplace relationships & emotional intelligence

fmi course number: PE05

Duration
1 day

.....course overview

This course explores the way team members can optimise their role in building and maintaining positive relationships and communication in the workplace within their team, linking across to other teams and with customers. As rules for work are changing people are being judged not just by technical ability but by their ability to deal with other people ("social competence") and to manage their own emotional reactions to work situations ("personal competence").

This workshop helps participants plan and deliver effective communication, which both informs and persuades and is truly two-way communication involving effective listening, interpretation of body language and people skills.

It examines how new emotional intelligence techniques including understanding the five competencies of emotional intelligence (self awareness, self regulation, motivation, empathy and interactive social skills) can enhance work relationships. It has been argued that emotional intelligence at work contributes to a person's career development twice as much as cognitive abilities such as IQ or technical expertise. This course explores how people can use the contemporary understanding of emotional intelligence to be more successful at work, improve relationships with colleagues and customers and also improve chances of promotion.

It helps take into account different relationship styles that may exist in the workplace to optimise effectiveness and focuses on the value of assertive behaviour that still respects others.

This workshop is excellent for developing the people skills, which are a cornerstone for effective team effectiveness.



.....key content

- Optimising relationships in and across teams and with customers
- How the five competencies of emotional intelligence can enhance team relationships
- Overcoming barriers to communication
- Enhancing trust and confidence
- Relationship styles, emotions and attitudes
- Building workplace people networks
- Assertive communication

.....what objectives can I achieve?

1. Optimise relationships in and across teams and with customers
2. Enhance trust and confidence in working relationships
3. Identify the value of emotional intelligence at work
4. Apply appropriate social competence skills at work
5. Apply appropriate personal competence skills at work



Who this course is useful for

All team members who work in and/or across teams and/or with customers

Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

Assessment

There is no formal assessment in this course

Dates and locations

Course Dates: Sydney
For dates please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Time: 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

Fees

For fees please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

Booking

To book, phone +6129660 0199

Email fmi to find out how we can help you:
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