

Introducing Emotional Intelligence: 'How to Influence People to Perform'

Four-Day Accredited Diploma Programme for Managers of People

Workshop One – The 'Essentials' of Workplace Communication

- 'How' to have personal impact – understanding your own communication style and learning how to adapt to others.
- Addressing personal challenges in communication and relationship building that can inhibit performance.
- Making the connections: Excellent communication equals excellent performance.
- Understanding and working with people who are different to you.
- Listening to hear more than just the words – how misunderstandings happen.

This workshop will enable delegates learn about the complexities of everyday interactions and to understand how mis-communication happens through:

1. Gaining clarity about the effect their style has on the people around them and how to change un-useful habits of communication.
2. Readily adapting to other people's communication style in order to motivate and empower them to be their best.

Workshop Two – Building Trusting Relationships

- How to build working relationships quickly and naturally to provide win-win interactions.
- How to communicate with more intelligence, applying what you have learned.
- Making the most of group and one to one meetings, both internally and externally.
- How to manage difficult situations with people you work with, dealing with people under pressure.
- Owning personal communication.

This workshop will provide delegates with the most useful, basic insights into exactly how communication works and the impact that intelligent application has on how effectively people perform through:

1. Highlighting everyday mistakes and the lasting impact they have on relationships and therefore performance.
2. Engaging each delegate to challenge his or her perception of others and begin to appreciate how little it takes to make work, work for everyone.



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Workshop Three – Managing People and Performance

- Working with the time difference, how people manage time differently.
- Identifying hidden messages – understanding how people behave under pressure and how that can impede both performance and relationships in the workplace.
- How to defuse stressful situations and enable effective solutions.
- Taking multiple standpoints to gain other perspectives.
- How to think strategically and define effective solutions with ease.

This workshop will provide information to provide valuable insights into how and why people perceive their working time differently and how to understand the perspective of others, so enabling people to work to their strengths through:

1. Understanding how to motivate others to consider the bigger picture.
2. How to appreciate people who appear to work differently yet can be equally as effective as ourselves.

Workshop Four – How to Manage the Goals and Achieve the Outcome

- Developing essential skills for negotiation, how to present your case.
- Handling information and communicating what's important in language that other people understand.
- How to manage people in the workplace to perform to their fullest potential by tapping into what makes them tick.
- How to make things happen in the 'right' place at the 'right' time – achieving personal, professional and organisational goals.

This workshop will provide delegates with an understanding of ways in which other people perceive information differently and how that can fragment focus and divide teams through:

1. Learning what has to be in place for people to work well and make relationships work.
2. Understanding the subtleties of language and behaviour.

The above programmes can be delivered as stand alone workshops, however, achieving a standard of emotional intelligence will apply only when all of the seminars are complete. It is advised that the full programme be undertaken in 2 x 2 day modules approximately two to three weeks apart

