



Institute for Capacity Development (ICD)

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Emotional Intelligence and Stress Management

Course Objectives

Upon completion of this course participants should be able to:

- Assess their own level of Emotional Intelligence and know how emotions influence decision making
- Relate emotional intelligence to personal and organizational success.
- Apply tools to increase personal skills such as self-awareness and self-management of personal emotions.
- Harness the social and emotional potential of a team to improve performance
- Integrate and apply Emotional Intelligence to develop and transform their personal and professional potential
- Apply tools to increase social skills like recognizing the emotions in others and responding to those emotions.
- Discuss social responsibility and how it supports an organization's goals and individual goals.
- Build and maintain relationships

Target Group

- Managers
- Human Resources Practitioners
- Sales and Marketing Managers
- Secretaries and Personal Assistants
- Administration Officers

Course Outline

- General management principles and skills
- EQ vs. IQ
- Skills of Emotional Intelligence (EI)
- Social Skills
- The Emotional Quotient Inventory
- Different Emotions, different behaviours
- Identifying the EI competencies that deliver leadership success
- Becoming an Emotionally Intelligent Leader
- Benefits of emotional intelligence
- The Impact of Emotions
- Verbal and Non – Verbal Communication Skills
- Body language

- Articulate your emotions using language
- Validating Emotions in Others
- Interpersonal Effectiveness
- Self-motivation
- Understand emotions and how to manage them in the workplace
- Role of emotional intelligence at work
- Creating a powerful first impression
- Developing personal authenticity
- Optimism
- Pessimism
- Empathy
- Social Awareness and Relationship Management
- Assessing a situation
- Mapping your strengths and weaknesses through self-reflection
- Setting Your Personal Vision
- Resilience
- Journaling
- Meditation and Mindfulness
- Identifying Emotional Triggers
- Breathing Techniques
- Taking a Break
- Recognizing and Admitting Failure
- Disagreeing Constructively
- Staying Cool Under Pressure
- Be Open to Perspectives
- The Power of Forgiveness
- Working as a Team
- Setting Business Goals
- Giving and Receiving Feedback
- Customer Experience and Rapport
- Action planning

Dates: 11th – 22nd March 2024

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Kigali, Rwanda