



INTRODUCTION TO EMOTIONAL INTELLIGENCE

Course Number
VEL0417

Time Required
50 minutes

Assessment
Formal (multiple choice)

Approvals
CPD

Emotional Intelligence is a set of emotional and social skills that collectively establish how well you perceive and express yourself, maintain social relationships and cope with challenges. It's not just a passing management fad, in fact it is based on a great body of data, based on studies of tens of thousands of working people taken from a wide range of industries.

Recommended System Requirements

- Browser: Up to date web browser
- Video: Up to date video drivers
- Memory: 1Gb+ RAM
- Download Speed: Broadband (3Mb+)

The research shows which qualities make a star performer and while Emotional Intelligence isn't the sole predictor of performance potential, it has been proven to be a key indicator in this area.

This course will introduce the concept of emotional intelligence and look at how you can use it in effective and meaningful ways. It will examine the difference between emotional intelligence and IQ and dispel some of the myths surrounding emotional intelligence. It contains a sections on the advantages and disadvantages of using emotional intelligence and considers the biological purpose for emotions and how best to manage them. Finally it will highlight the role played by emotions in the workplace and provide practical advice including tips for using emotional intelligence to deal effectively with emotions in situations that can arise in the workplace.

Suitable for:

Care, Education
and Commercial



Modules:

- What is Emotional Intelligence?
- Understanding and recognising emotions
- Emotional Intelligence at work
- Tips for dealing with emotions at work