

**“Shedding
Light
on Skills
Development”**



Kwelanga

TRAINING

engage | inspire | elevate

Emotionally Intelligent Leadership (2 Days)

A Specialised Kwelanga Training Programme

THIS COURSE IS ALIGNED TO UNIT STANDARD:

Title:	Apply the principles and concepts of EQ to the management of self and others
Unit Standard ID	252031
NQF Level	5
Credit Value:	4

INTRODUCTION

In today's business environment Emotional Intelligence and communication skills are the fundamentals for success in every organisation. It is becoming critical to not only understand the scope of work but be able to analyse and understand one's self and the people in your team, in terms of motivation, behaviour and performance potential.

Emotional Intelligence is the ability to identify, understand and control one's thoughts and feelings, communicate them clearly to others and interact with empathy towards other's emotions. This workshop explores the basis of Emotional Intelligence and gives guidelines on applying the theories in everyday situations that arise when working with people.

REFERENCES

"I thoroughly enjoyed the course and found it most thought provoking – thank you, the insight I gained is indescribable"

"Most wonderful two days – thank you"

"The course has given me a great deal of knowledge and equipped me to positively change my work & home environment"

"This workshop is masterfully crafted to encompass all there is to know, learn and implement on the way to EI. It is equally suited for the academically inclined as well the technically oriented without having to provide two different venues/presentations for both. On top of it, the presenter is an expert in this and many other fields and is well prepared and makes the whole package exceptionally worthwhile."

"I think this was a brilliant course. I have learnt so much"

WHAT THIS COURSE CAN DO FOR YOU...

- Understand the concept of emotional intelligence
- Analyse the relationship between emotional intelligence and self-awareness
- Analyse the relationship between emotional intelligence and self-management
- Analyse the relationship between emotional intelligence and social awareness
- Apply techniques for responding to situations in an emotionally intelligent manner
- Analysing the impact of emotional intelligence on life and work interactions
- Evaluating own level of emotional intelligence in order to determine developmental areas.

TARGET AUDIENCE

This workshop will enable delegates to apply knowledge, skills and insight within team member or management context and can also be used for personal development.

COURSE CONTENT

The Principles and Concepts of Emotional Intelligence

- The four pillars of emotional intelligence
- The six principles of emotional intelligence

Self-Awareness and Self-Management

- Developing self-awareness and control while being aware of others emotions
- Accurate self-assessment
- Developing self confidence and self-esteem
- Learning emotional self-control
- Becoming transparent and adaptable

Social Awareness: The impact of Emotional Intelligence on Life and Work Interactions

- The impact of emotional intelligence on organisational effectiveness
- The consequences and impact of applying emotional intelligence in life and work situations

Emotional Intelligence in Relationship Development and Management

- Inducing desirable responses in others
- Influencing others
- Communicating correctly
- Conflict management
- Anger management
- Building bonds
- Identifying personal strengths and weaknesses
- Using emotional intelligence to facilitate clarity of thought process
- Investigating techniques for developing strengths in emotional intelligence including promoting: self-regulation, self-motivation, empathy and social skills.

The Role of Emotional Intelligence in Life and Work situations

- Becoming an effective communicator
- Giving effective feedback

The Personal Emotional Blueprint

- Analysing a situation
- Identifying and using my emotions
- Understanding and managing my emotions
- Applying advanced Blueprint steps

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

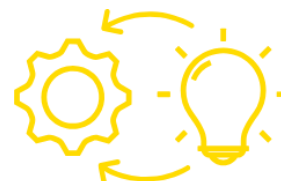


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*