

HALF DAY WORKSHOP

EMOTIONAL INTELLIGENCE – LEARNING TO BRING OUT THE BEST IN YOURSELF AND OTHERS.

We all want to be successful and good in our work. When emotional intelligence as a concept first hit the scene in 1995, it served as the missing link in a peculiar finding: that in more than two thirds of cases, people with average IQs outperform those with the highest IQs. This anomaly threw a massive spanner into what many people had always assumed was the sole source of success—IQ. Decades of research now points to emotional intelligence as the critical factor that sets star performers apart.

But what do people with high emotional intelligence manage to do that gives them the edge? Success both at work and in our social lives depends on our ability to make good, healthy and wise choices. Our ability to make good choices depends on our ability to manage our emotions, especially when under pressure or stress.

One of the consistent findings that emerge from studies of high performing environments is that they differ from average or poor performing environments in the quality of relationships. Research has shown that high performers are able to embrace criticism and negative feedback and use it to improve and yet nearly everyone finds this difficult because of the emotions it generates in us. Many become defensive and reactive and so lose the opportunity to propel themselves to better performance.

‘True intuitive expertise is learned from prolonged experience with good feedback on mistakes’. - **Daniel Kahneman** Nobel prize winner Economics 2002.

Company secretaries often do not have a direct line of authority, so must rely on building good relationships to get things done. It is always easier to work with people you have a good relationship with and this is no less so than between the Chairman and you as company secretary or governance professional.

The workshop gives a fresh and practical take on managing emotions, ours and others. It will also unpack the key relationship skills needed in the work place and how to develop and grow them.

TAKEAWAYS FROM THE SESSION

1. Understanding our environment and the emotions at play.
2. The role of emotions in everyday life and why are they critical to understand and manage.
 - a. How emotions work in the brain and body (Neurology and physiology);
 - b. Why emotions hijack us and can be so difficult to manage at times;
 - c. A model to manage our emotions and achieve high performance.
3. Practical tools for managing our emotions.
4. Emotions and relationship skills at Work
 - a. Building great relationships
 - b. Dealing with pressure and stress
 - c. The importance of context
 - d. Taking control
5. Self-Management and skills to bring out the best yourself and others.