



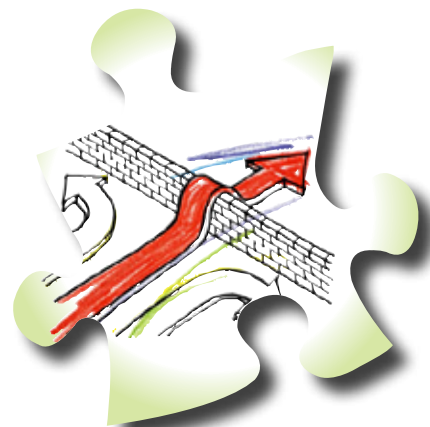
FREE TO GROW

EQ Edge

“People found the session very valuable and I just heard good feedback! I heard them talking about trying out this and that which you spoke about. It was everything and more that I have expected!”

Annamarie Grobler,
Programme Manager,
Sustainable Economic
Development SADC Portfolio,
InWent Regional Office

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Programme overview

Part 1: Self-Mastery

Module 1: Emotions and EQ

- * Emotions: What they are and why they are important
- * Coming to grip with the full range of emotions as foundation for developing your emotional vocabulary
- * The difference between managing your emotions and being managed by them

Module 2: Self-awareness

- * What self-awareness is and why it is the cornerstone of EQ
- * How low self-awareness can handicap your actions
- * Understand your brain: The role of instinct, emotion and logic and how to use all three to your benefit
- * Practical steps to grow your levels of self-awareness

Module 3: Self-regard and self-esteem

- * The two facets of self-esteem and the role of each in self-regard
- * Self-esteem: understand how it is shaped and how to enhance it
- * Change your thinking to change your life

Module 4: Optimism

- * Determine how optimistic or pessimistic you are and how this affects your decisions, your choices, your behaviour and ultimately your life
- * Change your approach from being problem to being solution focused
- * Apply 6 P Thinking as a tool to consciously grow your optimism

Module 5: Motivation

- * Motivation: The key to starting a task and staying with it
- * The sources of motivation: how to enhance this in your life
- * Ways to more effectively deal with setbacks and create comebacks
- * How to build up your energy to keep your level of motivation high

Module 6: Emotional (impulse) control

- * What happens in your body when emotions boil over and how this affects your thinking and behaviour
- * The benefits of using emotional control
- * Identify your 'hot buttons' and learn how to deal with them
- * How to apply the STOP, THINK, DO technique to help you gain control
- * Deal with anger; your own and that of others

Part 2: People Skills

Module 1: Interpersonal relationships

- * Your approach to relationships and how this determines their quality
- * How to show more respect and appreciation to grow your relationships
- * Use sensitivity and dynamic listening to help you better understand other people
- * How to express empathy so people experience that you understand

Module 2: Assertiveness

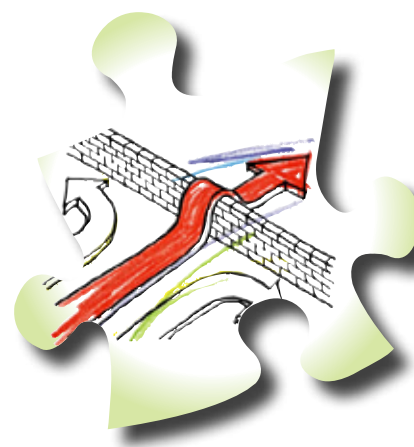
- * Interact with your environment and make your voice heard: Move from aggression or reticence to assertiveness
- * The starting point: increase your levels of empathy and courage
- * How to use words and body language to promote your assertiveness
- * The role of 'I statements' and how to use them effectively
- * Make self-disclosure work for you instead of against you: express your opinions, feelings and needs in an open yet appropriate way
- * Deal effectively with criticism and feedback.

Duration

Three days.

Group Size

16 people per group.



**Accredited with
Services Seta (Decision
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