

Emotional Intelligence in Teams

To build your level of emotional intelligence learn to adopt a set of skills to assist you in perceiving, understanding and managing your own emotions as well as those of others in your team. As you become more conscious of the role that emotions play in decision-making and team behaviours, you are able to harness the impact of productive emotions to produce more positive work experiences in your team.

Snapshot

Duration: 90 minute

Learning Outcomes

By the end of this session you will know how to:

- Work in a team with a high level of emotional intelligence
- Apply a range of tools that relate to self awareness, self-management, relationship awareness and relationship management
- Use the JOHARI window framework as a way of building self-awareness and taking feedback
- Be more assertive in your communication style
- Avoid unconscious bias where possible and improve your listening skills to build positive relationships
- Make use of the transactional analysis model to adapt your communication depending on the context in the workplace