



# The Emotionally Intelligent Manager

1 Day Workshop | 9:00am to 3:00pm

Emotional intelligence describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behaviour.

Emotions drive people; people drive performance. Learn about Practical Emotional Intelligence and how to improve your people skills.

## Topics Covered

### **"Emotionally Intelligent" Leadership (Influential Behaviour & Trust)**

Learn to establish trust within your team; promote teamwork, responsibility, and empowerment; and work positively with your management team.

### **Having that Difficulty Conversation (Performance Management)**

Learn to give constructive feedback, provide support, and gain commitment to improve performance.

### **Continuous Improvement (Evolution rather than revolution)**

Learn to implement your organisation's continuous improvement systems and processes; actively encourage staff to participate in the improvement process; and identify opportunities for further improvements.

#### **Skill360 Australia**

P.O. Box 68W Westcourt QLD 4870

**E:** [info@skill360.com.au](mailto:info@skill360.com.au)

**T:** 1300 933 358

**F:** 1300 933 365

