



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Emotional Intelligence Works, First Edition

Course Number: AXO84–116

Days: 1

Description: The People Smart approach of this book will help you improve relationships in business and social settings, stop wasting time and energy on negative emotions, manage emotions and communicate intelligently, and increase flexibility, enthusiasm, and teamwork. Emotionally "smart" people undermine their own happiness and success by wasting time on personality conflicts, complaining, and losing self-control when faced with tense and stressful situations. Learning the techniques to manage your reactions and raise your level of emotional intelligence will result in more positive and constructive relationships, and a more satisfying and productive life.

Topic-Level Outline

Part 1: “Think Smart” Strategies

Making the Choice to Think Wisely

Strategy 1: Self-Awareness Skills

Self-Awareness Skill Builder 1: Understand Your Brain

Self-Awareness Skill Builder 2: Hear Yourself Think

Self-Awareness Skill Builder 3: Stop Responding Automatically

The STEP Model

Motivators and Warning Signs

Use a New Mental Script

Strategy 2: Optimistic Thinking

Optimism Builder 1: Determine How Optimistic or Pessimistic You Are

Optimism Builder 2: Talk to Yourself Differently

Optimism Builder 3: See Meaning in Your Work

Optimism Builder 4: Care for Yourself and Others

“Think Smart” Summary

Part 2: “Be Smart” Strategies

The Three Keys

Strategy 1: Social Skills

Social Skill Builder 1: Expand Your Emotional Vocabulary

Social Skill Builder 2: Improve Your Listening Skills

Social Skill Builder 3: Adapt to the Communication Needs of Others

Strategy 2: Emotional Control

Emotional Controller 1: Keep Your Brain Engaged

Emotional Controller 2: Prepare a Script to Handle Angry People

Emotional Controller 3: Confront Negators

Emotional Controller 4: Build Up Your Energy

Strategy 3: Flexibility

Flexibility Enhancer 1: Use Your Energy Wisely

Flexibility Enhancer 2: Change Yourself

Flexibility Enhancer 3: Focus on Positives

Flexibility Enhancer 4: Explore Options to Solve Problems

“Be Smart” Summary

Part 3: “Work Smart” Strategies

Six Strategies for Smart Organizations

Strategy 1: Practice Organizational Self–Awareness

Strategy 2: Develop Social Skills

Social Skills Builder 1: Use “Emotions–On” Training

Social Skills Builder 2: Have a Positive Relationship with the Learner

Social Skills Builder 3: Connect Learning to Doing

Strategy 3: Foster Optimism

Optimism Raiser 1: Connect the Present to the Future

Optimism Raiser 2: Assess Level of

Optimism versus Pessimism

Strategy 4: Encourage Flexibility and Problem Solving

Flexibility Skill Builder 1: Imagine the Future

Flexibility Skill Builder 2: Use Problem Solving Guidelines

Strategy 5: Model and Encourage Emotional Control

Emotional Controller 1: Foster Civility

Emotional Controller 2: Develop Civil Guidelines

Strategy 6: Support Teamwork

High–Performance Team Builder 1: Harmonize Input

High–Performance Team Builder 2: Raise Passion

High–Performance Team Builder 3: Build Energy at Team Meetings

“Work Smart” Summary

Appendix Additional Reading

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

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Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.

Excel Advanced 2013 [Ebook](#), workbooks, and solutions.

Excel comprehensive online courses, email for more details.



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