

Learn. Internalize. Apply



APPLYING EMOTIONAL INTELLIGENCE TO BOOST PRODUCTIVITY

DATE : 23RD – 27TH SEPTEMBER, 2019

VENUE: LAKE NAIVASHA COUNTRY CLUB

COST : KSHS 87,500 (EXCLUDING VAT)

NITA : APPROVAL NUMBER - NITA/TRN/916

INTRODUCTION

Emotional Intelligence (EI) is emerging as the single most effective business skill of the new century. Emotional Intelligence was created by two researchers, namely Peter Salavoy and John Mayer but was popularized by Dan Goleman in his 1996 book. Emotional Intelligence is the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically. It is the key to both personal and professional success. It is the innate potential to feel, use, communicate, recognize, remember, describe, identify, learn from, manage, understand and explain emotions.

Emotional intelligence in the workplace is vital to remain a high-performing member of any organisation. Individuals or employees who understand the connection between emotions and actions and can apply emotional intelligence skills to maximize effectiveness have a stand-out advantage in any organization. No matter what level of responsibility a participant has, what each does, who they are or where they work, knowing how to be emotionally grounded, centered and focused is paramount to wellbeing. When this obtains, an individual can achieve the best results possible for the given time, money, energy, resources and talent. Using a range of tools and techniques, this course introduces new ways to harness your participants emotions and those of others to enhance decision-making, improve behaviour and facilitate immense productivity.

Emotional Intelligence is the greatest differentiator between being a good employee, manager or leader and being a great one. Additionally, Emotional Intelligence is essential for all the relationships we have. This course is highly interactive – with exercises and assessments to help participants understand themselves more thoroughly as well as time to put learning points into practice in a safe and supportive environment. This course is crucial because according to **John Kotter** of Harvard Business School, “..... the furious pace of change in business today, difficult to manage relationships sabotage more business than anything else – it is not a question of strategy that gets employees, managers and leaders into trouble, it is a question of emotions.” *“Emotional intelligence is an integral part of success, especially in business. It is “influenced by personal qualities such as perseverance, self-control and skill in getting along with others.” Success in business is about making an impact as a leader. And If you want to achieve meaningful things, you must be able to work with other people. From that perspective, EI is the key skill that will bring you better results and more success.” It affects your business success but also your own happiness” - Mirza M.S. Baig.*

KEY LEARNING OBJECTIVES

By the end of this course delegates will be able to:

- i. Evaluate their current level of emotional intelligence
- ii. Define and practice self-management, self-awareness, self-regulation, self-motivation and empathy
- iii. Understand how their emotions affect others — and how their emotions affect you
- iv. Recognize and Apply emotional intelligence in their work and personal life for a healthy balance
- v. Develop Emotional resilience to handle challenges, manage stress levels and keep under control
- vi. Maintain emotional energy to motivate and lead team members towards achieving organizational goals
- vii. Develop the ability to sense, understand and effectively apply emotions as a source of leadership, communication and influence
- viii. Cultivate empathy or the ability to understand the emotional make-up of other people and skill in responding according to their emotional reactions
- ix. Learn how to leverage their own emotions, their understanding of others, and their knowledge of the organization's culture, politics, and processes to collaborate across boundaries, and increase their impact and influence in today's flatter, matrixed organization
- x. Identify and understand the inter-relationships between emotions, thoughts and behavior; cause and effect relationships, how thoughts can affect emotions and how emotions can affect thoughts, and how your emotions can lead to specific behavior in yourself and others

TARGET COMPETENCIES

This training aims to upskill participants with the following competencies:

- | | |
|------------------------------|---|
| a. Self-Awareness | g. Managing emotions |
| b. Self-Regulation | h. Emotional expression |
| c. Self-Motivation | i. Emotional understanding |
| d. Empathy | j. Tact, transparency and emotional control |
| e. Relationship building | k. Impact, influence and resilience |
| f. Emotional self-assessment | |

MATERIALS AND METHODOLOGY

This training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This workshop's methodology is a combination of expert input, interactive practical exercises, self-assessment, lots of hands-on role-play, group discussions, exercise worksheets, practical projects, presentations, creative music and visualizations together with action plans supported by video material. It will also involve the use of slides, handout material, work manual with all instructor notes and examples of best practice. The use of flip-charts, syndicate workshops and reporting back sessions will encourage a fully participative and enjoyable event. Delegates will be encouraged to participate actively in relating previous work experiences.

COURSE DURATION

The course duration is five (5) days. The length of the workshop is adequate to cover the entire course as shown in course programme of this brochure.

HOW PARTICIPANTS WILL BENEFIT

Benefits individuals will gain from this program are:

1. Better understanding of the different personality styles
2. Knowledge gained through this training will serve participants in every aspect of my personal life and professional career.
3. Effective management of own emotions & emotions of others
4. The skills gained will enable them to assertively self-manage; behave appropriately with demographically and culturally diverse people.
5. Ability to connect well with others and make decisions that can stand the test of time and scrutiny.
6. Knowledge gained will be applied to cultivate emotional intelligence competencies
7. Ability to create more meaningful personal and professional relationships
8. Obtain increased results all of which will benefit the participants, their organization, those they work with and those they care about.
9. Personal growth as an emotionally intelligent delegate
10. Ability to clearly outline the business case for developing emotional intelligence
11. Skills gained will enable them to apply emotional intelligence to the challenging situations and relationships people face every day

ORGANIZATIONAL IMPACT

Some of the benefits the organisation will gain include:

- Improved innovative teamwork and team-building skills through greater emotional intelligence
- Enhanced cooperation through better relationship building skills
- An emotionally intelligence work environment
- Improved communication between team members
- Ability to respond appropriately to feelings in ourselves and others
- The ability to manage relationships & build networks
- Increased trustworthiness for corporate transformation
- Clear perception of difficult situations leading to better understanding of the environment and discovery of new perspectives and scope for action

WHO SHOULD ATTEND THIS COURSE?

The benefits of this workshop accrue to all professionals and business managers, team leaders and supervisors from departments or sections of an organization who desire to learn up to date best practices in emotional intelligence. This programme is beneficial to:

- | | |
|------------------------------------|--|
| ✓ Corporate Leaders | ✓ Research and Development Managers |
| ✓ Directors | ✓ Learning and Development Managers |
| ✓ C-Suite Executives | ✓ Training Managers and Officers |
| ✓ General Managers | ✓ Unit Managers & Officers |
| ✓ Heads of Departments | ✓ Sales Professionals & Officers |
| ✓ Chief Level Managers | ✓ HR Personnel |
| ✓ Senior Managers & Officers | ✓ IT Staff |
| ✓ Finance and Accounts Managers | ✓ Marketing Staff |
| ✓ Commercial Managers & Officers | ✓ Professionals dealing with public |
| ✓ Technical Managers & Officers | ✓ PR Professionals |
| ✓ Engineers | ✓ Media Circle |
| ✓ Medical Doctors | ✓ TV Presenters, anchors, and debate professionals |
| ✓ Heads of Supply Chain & Officers | ✓ Politicians, and government employees |
| ✓ Risk and Compliance Managers | |

In addition, this course is tailor-made to suit:

- ✓ All people seeking to raise their barometer of emotional intelligence
- ✓ Individuals who desire to develop emotional intelligence in all aspects of their work and personal life
- ✓ All managers, leaders and professionals who need to have in-depth knowledge of human behaviours
- ✓ Anyone who is interested in developing themselves to be a better employee, leader or manager
- ✓ Individuals who desire to apply psychological knowledge to result in management and leadership strategies
- ✓ Individuals who wish to understand their emotions and how it affects those around them and their productiveness in the workplace

YOUR INVESTMENT

The training fee is **Kshs 87,500** excluding **VAT**, per delegate, for the entire duration of the course. This will cover our charges, costs of course preparations, training materials, lunches, refreshments and cocktail. Participants will cater for their travel and accommodation costs where applicable.

PRE-REQUISITE

Intense desire to learn practical, pragmatic techniques and best practices in emotional intelligence required in today's dynamic business environment to unlock and boost company value creation.

Learn. Internalize. Apply



ADMINISTRATION DETAILS & LOGISTICS

Dates: 23rd – 27th September, 2019

Time: 8:00 a.m. – 5:00 p.m.

Venue: Nyali Sun Africa Beach and Spa Hotel

Attire: Smart Casual

For enquiries or registration call David or Carol on: (+254) 722 352 680/ (+254) 717 968 342.

Email: dgmbfinance@gmail.com

QUALITY ASSURANCE

DGMB Training Solutions Ltd strives to provide you with the most productive, effective and value for money seminar experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival.

TIME TABLE

DAY ONE	
TIME	SESSIONS
8.00am- 8.30am	Arrival, Registration and Introduction
8.30am- 10.30am	Introduction to Intelligence and types of intelligence.
10.30am – 11.00am	Coffee/ Tea break
11.00am- 1.00pm	Branches of emotional intelligence
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Theories of emotional intelligence
4.00pm-4.15pm	Wrap up and end of day one
DAY TWO	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Self-Awareness: Key to Emotional Intelligence <ul style="list-style-type: none">• Expanding Self-awareness• The value of the EQ Competency Model• Appraising and interpreting your EQ
10.30am –11.00am	Tea/ Coffee Break
11.00am- 1.00pm	The Competent Self Manager <ul style="list-style-type: none">• Recognizing and affirming your emotions• Developing personal authenticity
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Interpersonal Effectiveness: Social awareness and relationship management <ul style="list-style-type: none">• Reading the emotional landscape• Creating a productive team environment• Facilitating effective communication
4.00pm-4.15pm	Wrap up and end of day Two

DAY THREE	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Creating an emotionally intelligent inspiration plan <ul style="list-style-type: none"> • Categorize your present strengths and liabilities when seeking to inspire others • Apply skills to inspire using emotionally intelligent leadership stories
10.30am – 11.00am	Tea/ Coffee Break
11.00am- 1.00pm	Building and leading an emotionally intelligent team(s) <ul style="list-style-type: none"> • Building strong teamwork • Balancing individual team member roles • Analyze your team's emotional and social Intelligence Assess your team's stress level and mood to remain optimistic and productive
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Integrating Emotionally Intelligent and Leadership Competencies <ul style="list-style-type: none"> • Applying emotionally intelligent speaking and listening skills to leadership • Identifying the role of emotionally intelligent in 21st-century leaders
4.00pm-4.15pm	Wrap up and end of day
DAY FOUR	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Achieving Emotionally Intelligent Personal Influence <ul style="list-style-type: none"> • Assessing your personal credibility quotient to authentically influence others • Applying empathy as a powerful influencing strategy when coaching
10.30am – 11.00am	Tea/ Coffee Break
11.00am- 1.00pm	Encouraging Emotionally Intelligent Collaboration Practices <ul style="list-style-type: none"> • Describe collaboration as an emotionally intelligent, relationship-based activity • Identify different types of leader or colleague inquiry that strengthen relationships and creativity
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Managing Change and Resistance with Emotionally Intelligent <ul style="list-style-type: none"> • Describe how emotions impact people's attitudes toward change • Identify communication skills that leaders can use to move past colleagues'
4.00pm-4.15pm	Wrap up and end of day

DAY FIVE	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Attaining Healthy Conflict with Emotionally Intelligent <ul style="list-style-type: none"> Recognize the central role that relationship development and maintenance play in achieving healthy conflict Identify emotionally intelligent leadership communication strategies to create and sustain healthy conflict
10.30am – 11.00am	Tea/ Coffee Break
11.00am- 1.00pm	Leading with courage <ul style="list-style-type: none"> Applying EI best practices Taking control of your negative self-talk
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Applying emotional intelligence <ul style="list-style-type: none"> Practicing emotionally intelligent leadership
4.00pm-4.15pm	Graduation and end of training

CUSTOMISED IN-HOUSE TRAINING

If you have several staff in your organization who require group training, DGMB Training Solutions Limited offers customized in-house training solutions.

Contact us now to discuss how you can get value for money in training. Call **David or Carol** on: (+254) 722 352 680 or (+254) 717 968 342. **Alternatively**, Email: dgmbfinance@gmail.com

TERMS AND CONDITIONS

DISCLAIMER: All registrations are subject to session availability. All speakers, sessions and prices were confirmed and correct at the time of printing. DGMB Training Solutions Limited reserves the right to change speakers and program details as required in addition to making changes to the schedules, venue or cancel the event altogether.

PRIVACY NOTIFICATION: DGMB Training Solutions Limited respects the privacy of individuals, their sponsors and acknowledges that the information you provide on registration form is confidential and third parties would not have access. DGMB Training Solutions Limited collects this information for purposes of processing your registration and providing you information (via email and/ or mail) on upcoming events, specific products and services provided by or associated with DGMB Training Solutions Limited. Kindly register by 5pm, two working days prior to the seminar to enable us cater for your course materials and catering requirements.

NOTICE OF WITHDRAWAL: Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. However, DGMB Training Solutions Limited accepts replacement(s) or substitution, made in writing, prior to the program's commencement date. However, no substitution of participant(s) is allowable after the commencement of the seminar.

REGISTRATION FORM

Seminar Date(s): 23rd – 27th September 2019 at Nyali Sun Africa Beach and Spa Hotel, Mombasa

Name of Participant(s):

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Organization: _____

Contact Telephone Number: _____

Contact Email Address: _____

I have read, understood and agreed to DGMB Training Solutions' Terms and Conditions, relating to training courses, as outlined in the request for nominations document.

Signature: _____ Date: _____

An official purchase order must accompany this registration form when paying by cheque. Payment is required prior to the scheduled commencement of the training course unless with prior arrangements. Please email or forward this completed form accompanied with a Cheque.

HOW TO PAY

- 1) Issue a Cheque in the name of "DGMB Training Solutions Ltd" or
- 2) Remit the fees via Electronic Funds Transfer (RTGS) to our Bank, details are: - Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, City Hall Branch, Nairobi: Account No: - 01148231039600 and Branch Code: -11049.
- 3) PIN P051349463P