Learn. Internalize. Apply

APPLYING EMOTIONAL INTELLIGENCE TO INSPIRE HIGHER PERFORMANCE
DATE: 25TH – 29TH JULY 2022
VENUE: PRIDE INN NYALI, MOMBASA
COST: KSHS 87,500 EXCLUDING VAT PER PERSON
NITA REGISTERED: 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 participant's 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
b. Self-Regulation
c. Self-Motivation
d. Empathy
e. Relationship building
f. Emotional self-assessment
g. Managing emotions
h. Emotional expression
i. Emotional understanding
j. Tact, transparency and emotional control
k. Impact, influence and resilience

OUR METHODOLOGY

At DGMB, we have spent a couple of years developing and refining our training approach in this area. Our methodology has several features that will ensure your staff experience a robust and relevant program. one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

♦ **Reduced Emphasis on Formal Training**

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10%

through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work.

♦ **Practical and Relevant Content**

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

♦ **Employing the Wisdom of Renowned Management Thinkers**

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:

✓ management should emphasize teamwork, rather than rely on heroic individualism

✓ effective staff are reflective in the context of taking action

✓ management development works best as social learning in small groups

♦ **Research-supported Methods**

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

♦ **Uncommon Focus**

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, DGMB Training Solutions will:

✓ Help you build strong internal communities

✓ Help staff learn more rapidly

✓ Build in lasting change through reflection

✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

i. Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.
ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.
iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies
iv. Role play, games and hands-on exercises
v. Held plenary sessions to identify way forward

DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training materials to each participant.

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 program of this brochure.

TIMETABLE

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 • 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 • 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 • 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 • 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) • 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 • 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 Three
DAY FOUR	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Achieving Emotionally Intelligent Personal Influence • 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 • 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 • 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 Four
DAY FIVE	
8.00am- 8.30am	Arrival and Registration
8.30am- 10.30am	Attaining Healthy Conflict with Emotionally Intelligent • 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 • Applying EI best practices • Taking control of your negative self-talk
1.00pm- 2.00pm	Lunch break
2.00pm-4.00pm	Applying emotional intelligence • Practicing emotionally intelligent leadership
4.00pm-4.15pm	Graduation and end of training

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 program is beneficial to:
- ✓ All people seeking to raise their parameter 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 COST OR INVESTMENT

We shall offer this training at a professional fee of **Kshs 87,500 per person excluding VAT** for the entire duration of the course. This fee will cover our charges, costs of course preparations and training materials. This cost does not cater for transport and accommodation for participants.

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.

ADMINISTRATION DETAILS & LOGISTICS

Dates: 25th – 29th July 2022   Time: 8:00 a.m. – 5:00 p.m.
Attire: Smart Casual
Venue: Pride Inn Nyali, Mombasa
For enquiries or registration call **David** on: (+254) 722 352 680/ (+254) 731 352 680 or **Betty** on 0787 352 680**.** Alternatively send an Email to: 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.

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** on: (+254) 722 352 680 or **Betty** on (+254) 787 352 680. **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, Organizations and acknowledges that the information you provide on registration form is confidential and third parties would not have access to. 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 training to enable us to 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 programme's commencement date. However, no substitution of participant(s) is allowable after the commencement of the training.

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