



# NDA

# TRAINING TASMANIA

*nurture - develop - achieve*

## Emotional Intelligence at Work

### Course Cost

\$ 395

### Duration

1 Day

### Locations

- Hobart
- Launceston
- Ulverstone

### Course Dates

Course dates can be found on the training calendar on the NDA website:

[www.nda.com.au](http://www.nda.com.au)

If there are no dates listed, please email: [bookings@nda.com.au](mailto:bookings@nda.com.au) to express interest in the course.

### More Information

For more information on any of our courses or services please email: [bookings@nda.com.au](mailto:bookings@nda.com.au) or visit the NDA website at: [www.nda.com.au](http://www.nda.com.au)

### National Competency Standard

BSBPEF502 – Develop and use emotional intelligence (with post-course work)

### Prerequisites

There are no pre-requisites for this course.

### Course Objectives

Emotional intelligence affects us all, whether we are constantly working in collaboration with others or individually on projects. So, this training course would be suitable for everyone in your organisation, but particularly those that must interact with others on a regular basis.

With greater self-awareness of their emotions and the ability to empathise and understand other people's emotional state, your team will perform better in the workplace. In other words, being emotionally intelligent makes a real difference to performance and, therefore, profit.

Emotional intelligence training is not just a desirable 'soft skill'. In fact, research indicates that emotional intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and should be an essential element of any staff development program. are better equipped to handle the ever-increasing pressures of a modern workplace.

### Learning Outcomes

- Be aware of emotions and the impact they have on their performance
- Recognise and understand emotions in others and how to adapt their behaviour to suit
- Regulate their emotions and so enhance performance
- Handle and inspire emotion in others

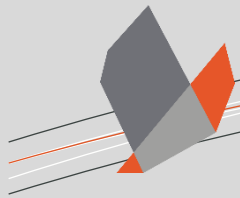
### Optional Assessment

This course is part of a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency aligned to the training course.

Exercises and activities completed during the course will be used as evidence towards unit competency.

Participants who choose not to be assessed will receive a Certificate of Attendance.

**PER UNIT FEE: \$195**



nurture - develop - achieve

## Emotional Intelligence at Work Course Content

**RTO Provider:60034**

### **NDA Launceston**

Level 1, 65 St John Street  
Launceston TAS 7250  
03 6334 4910

### **NDA Hobart**

Level 3, 110 Collins Street  
Hobart TAS 7000  
03 6224 2660

### **NDA North West**

4B, 21 Alexandra Road  
Ulverstone TAS 7315  
03 6423 4547

### **Private Training**

This training can be delivered as a private course for your organisation and can be customised for your needs. The training can be delivered either on-site or at NDA.

Please contact us for further information and to be provided with a quote.

#### **What is Emotional Intelligence?**

- A set up to the session, which explains what EI is and its role in improving performance in the workplace.

#### **Self-Awareness**

- Understanding how self-aware participants currently are, reviewing the value of self-awareness and providing an opportunity to develop this.

#### **Self-Management**

- Appreciating that we manage ourselves based on our values, attitudes and beliefs. Looking at methods of improving self-management and overcoming negative 'self-talk'.

#### **Self-Motivation**

- A look at how personal goals drive our self-motivation, how our beliefs, values and attitudes can affect our motivation and some valuable techniques for personal improvement.

#### **Empathy**

- Helping participants appreciate the need for empathy and providing the methods for doing it.

#### **Handling Relationships**

- Bringing the previous skills together to become 'socially intelligent'. Looking at real life situations and how emotional intelligence plays a part. Finally; reviewing ways of further improving relationships using emotional intelligence.