



Psychological Health & Well-Being Training (PHeW)

Free Choices

Emotional Intelligence

Emotional Intelligence refers to an adept capacity to manage and regulate one's own and others feelings and emotional response, utilising heightened awareness. This enables greater understanding, improved decision making and the capacity to relate to and effectively support others

Ten Major Benefits of Developing Emotional Intelligence

1. Increases personal resilience, in dealing with challenging and crisis situations
2. Enables better understanding and management of emotional responses
3. Promotes more appropriate and effective decision making
4. Strengthens interpersonal communication skills
5. Promotes greater confidence and engagement with others
6. Enables people to build strong and positive relationships
7. Promotes greater understanding of another person's perspective and experience
8. Increases motivation of self and others
9. Contributes to the creation of a more comfortable and positive culture
10. Helps to reduce anxiety, stress and enhances wellbeing



The American Psychologist- Daniel Goleman defined Emotional Intelligence as consisting of five key factors:

Self-Awareness: high level of self-awareness, enabling a deeper understanding and handling of one's own feelings and emotions. This also allows greater confidence, honest self-reflection and personal growth

Self-Regulation: The ability to exercise control over one's feelings and emotions

Empathy: The ability to acknowledge and understand another person's feelings and perspective from their point of view

Motivation: High level of motivation, focus and determination to tackle challenges and achieve goals

Social Skills: Strong inter-personal skills, with the ability to communicate, engage, participate and support others effectively

"Emotional Intelligence - Why It Can Matter More Than IQ" 1995, Daniel Goleman

Our qualified and experienced Psychological Health Trainers will build awareness, understanding and personal competence in your Emotional Intelligence. The focus of this training will be to enable you to:

- ✓ Develop awareness and understanding of your own thoughts and feelings and how this impact on yourself and others
- ✓ Establish effective strategies in the recognition and management of your own and others feelings and emotions
- ✓ Enhance emotionally intelligent communication skills
- ✓ Improve problem solving and decision-making skills
- ✓ Develop skills for forming strong and constructive relationships
- ✓ Engage with and constructively support team members
- ✓ Build personal resilience in dealing with stress, anxiety, challenges, conflict and managing crisis situations
- ✓ Facilitate others in the expression of their thoughts and feelings

Delivery of the Training

Training will be interactive and experiential. This is in order, to promote engagement, motivation and significant learning or change. Focus will be on developing participant's awareness, as well as, the daily practical application of the knowledge and skills learnt.



Contact us to find out more about our training programmes