

## COMMUNICATING WITH EMOTIONAL INTELLIGENCE

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### Course Aim

The course will introduce the concept of emotional intelligence and demonstrate how this can enhance our communication skills. By becoming more aware of our own emotions and those of colleagues, we are more able to guide our own thoughts and feelings, manage situations more effectively and influence others. This workshop examines some practical ways to communicate with emotional intelligence.

### Course Components

- Discover what emotional intelligence is
- Explore the benefits of communicating with emotional intelligence
- Develop personal impact and build rapport
- Explore the principles of personal effectiveness
- Understand the importance of empathy

The course is practical and asks participants to draw on their own work-based situations to use as material for the workshop. Using role-play practice, small group exercises, reflection and discussion, the training will enable the delegates to become more effective at managing interpersonal situations both in their personal and professional lives.

Emotional Intelligence is available as a module within other RADA Enterprises' courses or as one-to-one coaching and, therefore, costs are variable. Please telephone Andrew on 020 7908 4823 to discuss your objectives and the best method of delivering.

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