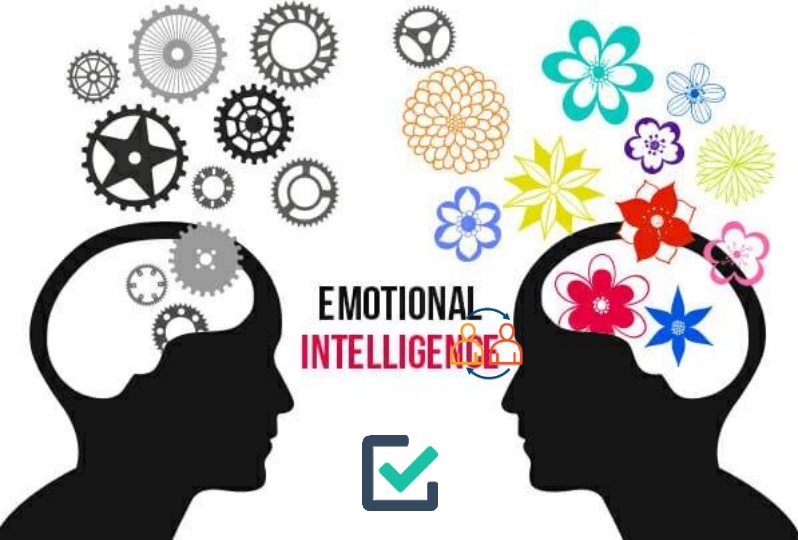


# Emotional Intelligence – Essential Soft Skills for Corporate Success

## Skills & expertise to help you increase your knowledge in the field of various essential soft skills

**Course Highlights**  
Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also. Emotional intelligence is a very important skill in leadership. It is said to have five main elements such as - self-awareness, self-regulation, motivation, empathy, and social skills. We probably all know people, either at work or in our personal lives, who are really good listeners. No matter what kind of situation we're in, they always seem to know just what to say – and how to say it – so that we're not offended or upset. They're caring and considerate, and even if we don't find a solution to our problem, we usually leave feeling more hopeful and optimistic.



We probably also know people who are masters at managing their emotions. They don't get angry in stressful situations. Instead, they have the ability to look at a problem and calmly find a solution. They're excellent decision makers, and they know when to trust their intuition. Regardless of their strengths, however, they're usually willing to look at themselves honestly. They take criticism well, and they know when to use it to improve their performance.

People like this have a high degree of emotional intelligence. They know themselves very well, and they're also able to sense the emotional needs of others.

This one-day workshop shall discuss various techniques, methodologies including general discussions based on activities and workshop assessments.

### A workshop designed to develop leaders for tomorrow:

Today, as companies increasingly need to become more dynamic, interconnected and flexible, thus soft skills are becoming critical. According to various global surveys and reports, senior executives are now considering the acquisition of soft skills as an essential components important to fostering employee retention, improving leadership capabilities and qualities, and building a meaningful culture under an stressful challenging environment.

### Soft Skills that Matters

Your work ethic, your attitude, your communication skills, your emotional intelligence and a whole host of other personal attributes are the soft skills that are crucial for career success. The workshop shall discuss various techniques, methodologies including classroom discussion-based activities and formal assignments.

### About the Workshop Facilitator

These workshops will be imparted by an experienced passionate trainer with 25+ years of career experience conducting education and training services both locally and internationally. Our facilitator have worked for local and international technology leading organizations from technology hands-on to C-level positions. These organizations

includes IBM, Fujitsu, ICL, Si3 where he served different portfolios like Advisory IT Specialist, Country Systems Product Manager, Enterprise Business Development Manager, Client Technical Architect, VP IT Infrastructure, Director Technology

Deliver Services and COO. These workshops are unique in a sense because it is going to be delivered by a professional managing 250 plus technology and business professionals at one time, interfaced with entry to enterprise business industry-wide customers, earned respect throughout of his career, successfully delivered large turned key projects under extreme and stressed time lines, developed 500 plus professionals who are currently working in different top 10 computer vendor organizations and in various local and international organizations.

Apart from various industry professional certifications, he is one of the few Pakistani who has co-authored and contributed in 10 IBM Redbooks, developed seven-times IBM AIX operating system certification exams, a part of teams developed IBM AIX 6 and 7 courseware's. He has also designed and developed 70 plus professional courseware's based on Storage and Digital technologies, Enterprise Architecture, Information Security, Cybersecurity, Industry 4.0, Essential Soft Skills.

### Target Audience

- Employees in the workplace including customers from all Line of Businesses including Business, Application, Audit, Risk, Compliance, Security, Network, IT operations, Enterprise Architecture, Project Management, Human Resource, Technical Writers, and Legal professionals.
- This workshop is also suitable for Pre and Post Sales Technology Specialists, IT Professionals, IT Consultants, Systems Integrators, Systems & Solution Architects, Sales and Marketing Specialists, Trainers, Young Leaders and Managers.

### Workshop Contents

- A 20-minute **ACTIVITY** based on measuring STRESS level of employees during Pandemic.
- Situations when emotions work against you – Quick Assessment Exercise.
- What is EI and Five components of EI.
- What does a research says on EI skills.
- Five components of Emotional Intelligence.
- Effective use of Emotional Intelligence.
- Groups and Domains Capabilities of Emotional Intelligence.
- Core Emotional Intelligence Skills and their states.
- Emotional Intelligence – 20 Competencies.
- 10 ways to improve Self Awareness.
- Describe the qualities of Self-Regulators.
- How can we develop Emotional Intelligence?

- Managing your emotions at work.
- Describe Emotional Intensity.
- Understand Ten Power of Emotions.
- Knowing positive and negative emotions.
- Behaviors that feed your negative Emotions.
- EI Tips to be a better Leader.
- Seven signs that you are an Emotionally Intelligent person.
- Emotional Intelligence Tips to be a better Leader.
- 11 Signs that you lack Emotional Intelligence.
- Avoid using bad Words that make other people feel Inferior.
- Differentiating between positive and negative Behaviors.
- Developing Emotional Intelligence.
- The Decision-Making Realm.
- How to Exercise Emotional Intelligence?
- Investing into developing Managers and Leaders.
- A 60-minute **ACTIVITY** based testing your Emotional Intelligence.
- Its not what knocks you down, Its how fast you get back on your feet again – Story Telling.
- Emotional Intelligence Summary.
- Final Conclusion.
- Workshop Assessment.

### Detail Information

|                         |   |
|-------------------------|---|
| Course Code             | : TN303   |
| Course Duration         | : 1 Day   |
| Course Location         | : TLC, Customer On-site and Online                      |
| T&C                     | : 100% payment in advance.                              |
| Course and Deliverables | : Comprehensive Student Guide and Workshop Certificate. |
| Course Fee              | : Available on request                                  |

For additional information, please write to us at: info@tlcpak.com

