



TRAINING MODULE

EMOTIONAL INTELLIGENCE

TRAINING HOURS / DAY	DURATION	MAX. PARTICIPANTS
5	1 day	30

CONTENT

- Benefits of Emotional Quotient (EQ)
- Five dimensions of the trait
- Emotional Intelligence (EI) model
- EQ self-assessment activity
- Becoming self-aware
- Self-management/regulating your emotions
- Social skills (ss)
- Skills in emotional intelligence
- Verbal communication skills
- Non-verbal communication skills

METHODOLOGY

Training will be delivered in the form of workshop and delivered with the use of multimedia tools like powerpoint presentation and audio-videos. Throughout the training participants will be encouraged to participate in discussions, group activities and reflections. There will be self-assessment test for the participants to know their emotional quotient.

WHO SHOULD ATTEND?

Executives of sales, CRM and HR department, middle level and top level management.

VENUE

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