NIPAM
NAMIBIA INSTITUTE OF PUBLIC ADMINISTRATION AND MANAGEMENT

EMOTIONAL INTELLIGENCE

Pressure has never been greater for those working in the Public Sector, as the fast pace, large scale projects and increased public scrutiny can lead to an incredibly demanding environment. Emotional intelligence is a vital tool for managers to possess when helping lead their teams through stressful times to meet organisational goals. This training introduces the key concepts of emotional intelligence and equips delegates with the skills and knowledge to lead their teams through this time of challenge. As well as giving an introduction to Emotional Intelligence, delegates will understand how EI competencies relate to awareness and management of self and others, an introduction to different leadership styles and an opportunity to discover their own natural leadership styles.

Venue:	Windhoek, NIPAM Campus
Duration:	Five (5) Days

COURSE LEARNING OUTCOMES

- Understand the importance of using Emotional Intelligence.
- Create an environment for productive work relationships.
- Guide their responses to difficult and challenging situations.
- Approach for more intentional actions.
- Self-motivate while tempering negative responses.
- Gain team communication skills for running effective meetings, decision-making, and creative problem-solving.
- Gain one-on-one communication skills for constructive feedback and conflict management.
- To practice and applying tools and skills through individual and group exercises.
- Gain confidence to deal with resistance and negativity.
- Demonstrate leadership qualities that promote trust, motivation, and commitment to results gain skills in "outcome thinking".

WHO SHOULD ATTEND?

The course is open to everyone employed in the unified Public Sector, private firms and individuals interested in the subject.

COURSE CONTENT

- Define Emotional Intelligence (EQ)
- Identify the benefits of having higher emotional intelligence
- Learn the four core skills required to practice emotional intelligence
- Define and practice self-management, self-awareness, self-regulation, self-motivatio and empathy
- Successfully communicate with others in a non-verbal manner
- Verbally communicate with others with emotional awareness
- Interpret and manage your emotions in any situation

For enquiries please contact:
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