



Peak Services delivers deep expertise in the local government sector. We understand the business of councils. Challenge us.

## EMOTIONAL INTELLIGENCE

AUDIENCE	SHORT COURSE TOPICS	LEARNING OUTCOMES
<p>Emotional Intelligence (EI) is best defined as the ability to identify and manage emotional information in oneself and others and to focus energy.</p> <p>This course is suited to employees who need the tools to be emotionally intelligent in the workplace, navigating through organisational change and complex issues.</p> <p>Participants will gain advanced problem solving skills, implement solutions and use a range of interpersonal tools to elicit desired change in the workplace.</p>	<ul style="list-style-type: none"> <li>• what is Emotional Intelligence?</li> <li>• self-management, awareness, regulation, motivation</li> <li>• empathy</li> <li>• three skills of Emotional Intelligence</li> <li>• emotion perception</li> <li>• emotions to facilitation thinking</li> <li>• regulating emotions</li> <li>• communication</li> <li>• social management/responsibility</li> <li>• benefits of EI</li> </ul>	<ul style="list-style-type: none"> <li>• define, address and identify emotional intelligence</li> <li>• identify the benefits of emotional intelligence</li> <li>• define self-awareness and management</li> <li>• practice self-regulation, self-motivation and empathy</li> <li>• understand, use and manage your emotions effectively</li> <li>• identify and develop positive coping strategies</li> <li>• relate emotional intelligence to the workplace</li> <li>• successful communication (verbal and non-verbal)</li> </ul>



COURSE DETAILS	
Delivery	Our instructor-led training course provides participants with an interactive session including group discussions, case study reviews and question and answer sessions. Our trainers can customise or tailor the course to your specifications or needs and deliver in-house providing you with a cost-effective and efficient training session.
Duration and Location	Our standard structure for this course is 1 full day and can be delivered in any metropolitan or regional area of Queensland. Customisation is available based on individual council requirements.
Fees and Inclusions	Our training course will include: <ul style="list-style-type: none"> <li>• Instructor-led training</li> <li>• Statement of Attendance</li> <li>• Course Workbook</li> </ul>

**For proposals, registrations or enquiries contact us:**  
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