

„Emotional intelligence as an effective tool in interpersonal relations”

Course description:

The training is based on self-diagnosis of our own behaviour and feelings while dealing with people (clients, co-workers, relatives). During the classes we do not work on changing the way we behave, but rather to make the participants fully aware of the emotions and behaviours they usually experience. The goal of the course is to encourage each participant to look at his or her strengths and use them consciously during business contacts (and not only) and to spot his or her weaknesses and on this basis develop an individual development plan. The aim of the course is to get to know each other and ourselves better and to work on our own "interpersonal style".

Acquired skills:

- greater awareness of our own feelings and the feelings of other people
- managing our emotions more effectively so that they can serve as an “ally” in every day activities
- better ability to listen to others with understanding and patience towards others
- greater awareness of the mechanisms of our own acting
- ability to give and receive feedback
- ability to differentiate and name emotions
- greater awareness of the relationship between our own beliefs, needs and emotions

Training program:

1. Emotions – everything that is worth knowing about them

- What are the emotions? Why do we feel them? Where do they come from?
- Naming our own emotions and the emotions of other people
- What is emotional intelligence, what is emotional maturity?

2. Awareness of emotions and ability to use them – how to "tame" our feelings

- Exercises related to raising awareness of our emotions arising in professional situations
- Work on the following issues:
 - what is the difference between the consciousness of our own feelings and the consciousness of other people's feelings?
 - how to show emotions?
 - how to read other people's emotions?
 - how to influence on other people's emotions in a conscious way
 - what is the readiness to accept and express "positive" and "negative" feelings?
 - how to manage our behaviour when we feel strong emotions?
 - can we control emotions?
 - how to use the knowledge about emotions in daily contacts with clients and (co-) workers?
- Convincing as a source of emotion: working on modifying useless beliefs
- Habits that cause unpleasant emotions: work on their change

3. Stress - as a particular set of unpleasant emotions: how to deal with it, how to use it?

- what is stress
- how it arises
- what can we control and what is beyond our control?
- working with beliefs that cause anxiety
- relaxation techniques
- coping with stress – stress prevention

4. Communication with people and emotional intelligence

- listening to others with understanding while maintaining space for ourselves
- ability to express our opinions, expectations and needs in spite of (sometimes) unpleasant feelings
- effective and satisfying cooperation with people which is based on empathy for others and ourselves

- what instead of aggression? What is an aggressive behaviour? How to work on ourselves to limit it? How to work on ourselves to respond to the aggression of others in an assertive way?
- giving and receiving feedback
- asking questions, paraphrasing, interpreting, classifying, non-evaluating, reflecting - in a context of emotionally difficult situations
- von Thun model as a way of manipulation and not direct communication

Methodology:

During the training we use the following training methods:

- Power Point mini lectures
- team games and group exercises
- forum discussion
- role plays
- working with the video camera and analysis of the obtained information
- mini training films

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings