

Leading with Rational and Emotional Intelligence («H33768»)

Emotional competence matters in times of professional change. Train your self-awareness and self-regulation systematically and strengthen your social skills with the help of leadership tools for more empathy in everyday (professional) life.

Duration: 2 days

Price: 2'200.–

Content

1 Fundamentals of rational and emotional intelligence

- The 4 basic areas of emotional intelligence in Daniel Goleman's model
- How rationality and emotion interact in the brain: Brain-physiological foundations of emotional intelligence
- The often unconscious influence of emotions on our behavior at work

2 Leading myself successfully – personal emotional competencies

- Self-awareness and self-regulation
- Assessing one's own emotions and their impact on others
- Consciously perceiving one's own emotions and using them authentically and positively
- Creating a calm and efficient state: knowing one's own stress and emotion amplifiers

3 Leading others successfully – effective communication

- Active listening and targeted questioning techniques
- Why the separation of perception, effect and interpretation is so important
- Giving effective and motivating feedback
- Combining clarity of purpose with empathetic dialogue

4 Leading others successfully – motivating leadership

- What motivates or demotivates myself and my employees?
- Perceiving emotional components in employees and dealing with them appropriately
- Situational employee-specific leadership
- Communicating decisions, delivering unpleasant news

5 Working on case studies from practice

- Development of concrete alternatives for action
- Methods and tools for everyday leadership

Key Learnings

- Learning how to better recognise and manage feelings, even in difficult situations
- Reviewing and expanding ways of motivating others and responding to their needs
- Learning to see things from a different perspective
- Making your own communication and dialogue more empathetic, clear and successful

Holistic and practice-oriented training with a high participant orientation. Essential methods are the discussion of practical cases, exchange of experiences, role plays, perception experiments and communication exercises.

Target audience

This course is aimed at managers at all levels.

Additional information

This training can also be offered virtually upon request.

Any questions?

We are happy to advise you on +41 44 447 21 21 or info@digicomp.ch. You can find detailed information about dates on www.digicomp.ch/courses-leadership-soft-skills/management-leadership/course-leading-with-rational-and-emotional-intelligence