

Emotional Intelligence («H33771»)

In our everyday working lives, we are often confronted with emotional situations. Learn how to correctly assess the emotions of others, perceive your own emotions early on, adapt them to the situation and use them to make considered decisions.

Duration: 2 days

Price: 2'200.–

Content

Building blocks of emotional intelligence

- Recognizing emotions: Accessing your feelings – how emotions help you quickly navigate complex situations, define goals more clearly, and motivate yourself
- Regulating emotions: Self-management – how to keep yourself emotionally stable even in difficult situations, keeping you focused and able to act on them
- Communicating emotions: Using emotions to influence – how to appropriately express your own feelings in a communicative way and thus have an optimal impact on those around you
- Emotions and empathy: recognizing and understanding the feelings of others – how empathy and communication enable you to assess and understand other people
- Emotions and personal energy: influencing the emotions of others – how to influence the emotions of others verbally and with body language, how to calm, inspire and lead others
- Connecting emotions and mind – how to synchronize your emotional and cognitive systems to be optimally prepared for problems and risks

Key Learnings

- Understanding how the human emotional system works and using it specifically in everyday life as an orientation and decision-making aid, e.g. anger, fear, joy, curiosity
- Learning techniques to better perceive one's own and other people's emotions and to express them in everyday life in a more differentiated, clearer or more diplomatic way
- Learning techniques to regulate emotions – to promote positive emotions and to contain energy-draining stressful emotions
- Training the ability to empathize and learn how this competence can be used in everyday professional life

Methodology & didactics

A varied mix of short theory impulses, practical exercises, self-awareness, physical and mental techniques as well as exchange in the group and professional feedback ensure the transfer of what has been learned into practice.

Target audience

This course is aimed at people who want to explore and develop their own emotional intelligence, who are emotionally challenged in their jobs, who frequently find themselves in emotionally charged situations in their work, or who have to deal with emotionally burdened people with whom they would like to deal better. In addition, also at people who simply would like to learn more about their emotions and deal with them better in a professional context.

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/soft-skills/course-emotional-intelligence