



# Emotional Intelligence Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

**Our Emotional Intelligence course has been designed to develop your Emotional Intelligence, explore your own real life situations using Emotional Intelligence giving tips and hints to help you perform at your best.**

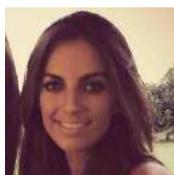
Our one day **Emotional Intelligence** course explores the foundational principles of Emotional Intelligence and will help learners to **develop their personal leadership skills**, enabling them to perform and lead at their best, and connect with others in a more meaningful way.

It is now widely accepted that **emotional intelligence is as critical**, if not more important, than logical intelligence in determining an individual's success. During this course we will provided all learners with the skills needed to be emotionally intelligent in the workplace.

This highly interactive one day course is perfect for anybody who wants to develop their own Emotional Intelligence, **explore their own real life situations using EI tips and hints** and to perform at their best.

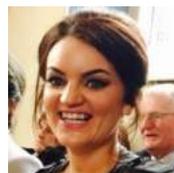
*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

Dearbhla Casey, HR Manager, Irish Country Meats



*"We are all very happy with the training carried out last week & will definitely be in contact in the future."*

Aoife O'Rourke, Key Account Manager, Tool & Plastic



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

Jonathan Latimer, Fleet Training Instructor, City Jet





# Why Choose This Course

DCM Learning's Emotional Intelligence course is perfect for anybody who wants to develop their own Emotional Intelligence, explore their own real life situations using EI tips and hints and to perform at their best. This course explores the foundational principles of Emotional Intelligence and helps participants to develop their personal leadership skills.

## Specific reasons to choose this course:



**Experienced:** We have trained over 274 individuals successfully in Emotional Intelligence over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered our Emotional Intelligence programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





# Emotional Intelligence Course Outline

## COURSE OVERVIEW

This highly interactive one day course is perfect for anybody who wants to develop their own Emotional Intelligence, explore their own real life situations using EI tips and hints and to perform at their best.

This course explores the foundational principles of Emotional Intelligence and helps participants to develop their personal leadership skills, enabling them to perform and lead at their best, and connect with others in a more meaningful way.

## LEARNING OUTCOMES

By the end of the course each learner will have:

- A clear understanding of how working relationships can be improved
- An insight into the emotions which shape their own and others' behaviours
- The ability to control and deal with their emotions
- The skills to read and respond effectively to the emotions of others
- An understanding of how to build empathic relationships with others

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: WHAT IS EMOTIONAL INTELLIGENCE?

- Defining Emotional Intelligence (EI)
- EI Core competencies and benefits

## TOPIC 2: BUILDING YOUR EMOTIONAL INTELLIGENCE

- Self-Assessment - your personal strengths and weaknesses
- Importance of self-awareness for development
- Your emotional responses and their impact on others
- How feedback can help to make us more self-aware

## TOPIC 3: HOW TO RESPOND TO OTHERS' EMOTIONS

- Cultivating awareness of others' emotions
- Building rapport with a broad range of people
- Managing and engaging emotions within your team
- Building empathic relationships

## TOPIC 4: WHY RELATIONSHIPS SUCCEED OR FAIL

- Building and managing internal and external relationships
- Communicating with and influencing others for enhanced results
- Managing conflicts with others - including feedback and difficult conversations
- Developing others using emotional coaching



## Andrew Gibson

Associate Director

Andrew is an accomplished training consultant and coach with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioral Psychology means he is best placed to understand organizational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes

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*"Please feel free to use me as a reference for anyone considering it. Andrew was an expert facilitator who made the course very enjoyable. I'm delighted I did it!"*

Alan Grogan, Programme Manager, Arthur Cox

The logo for Arthur Cox, featuring the company name in a white, serif font on a black rectangular background.



# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Emotional Intelligence training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

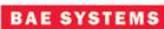
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



# Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

### **DUBLIN**

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-  [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
-  Guinness Enterprise  
Centre

### **CORK**

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-  Atrium Business Centre  
Blackpool Business Park

### **DROGHEDA**

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-  [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
-  24 Laurence Street  
Co. Louth