



USING EMOTIONAL POTENTIAL EFFECTIVELY

You surely know your IQ, but what about your EQ? The Emotional Intelligence Quotient measures your emotional intelligence, a notion invented by the psychologist David Goleman. It is based on the most recent discoveries in psychology and neurobiology. Goleman, who measured the professional success of students who graduated from Harvard University over several years, considers that our IQ, qualifications and technical skills are certainly important, but it's our emotional intelligence that makes all the difference. This course will allow you to discover and explore the role your emotions play in your perception of the world, in your personal relations and your performance at work. It will help you realise that, far from bothering or handicapping you, your emotions can help you – provided you listen, understand and master them. By improving your emotional potential, you considerably reduce your stress and improve your ability to listen and adapt, your flexibility and your ability to change.

This programme is designed for:

- non-managerial staff
- assistants
- team members

At the end of this course you should be able to:

- become aware of the role and importance of your emotions
- use practical techniques to manage your emotions
- use your emotions to deal with change
- use your emotions to develop positive relationships with others and get out of tense situations

The applied professional development certificate shows you have acquired the skills covered in the course.



Benefits of the programme:

creating positive, long-lasting working relationships
reducing stress and the negative feelings that go with it
improving the understanding of yourself and others and fostering fruitful relationships

3 MONTH TRAINING PATH (21 HOURS)

A welcome message includes your login ID for the training course website.

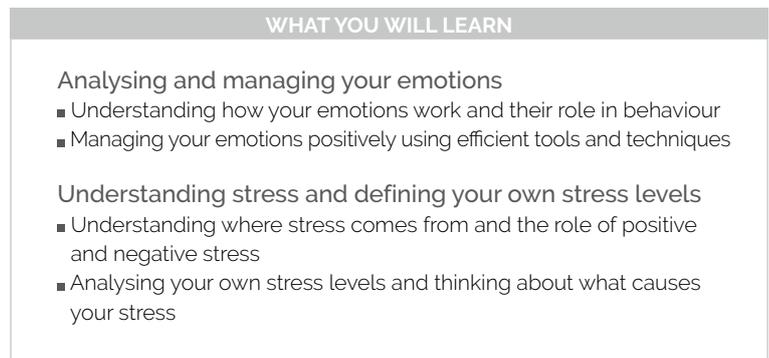
1 Preparing for the programme

Assess your level before you begin your training, and tell us what you expect from the course so that your trainer can recommend a personalised training path.



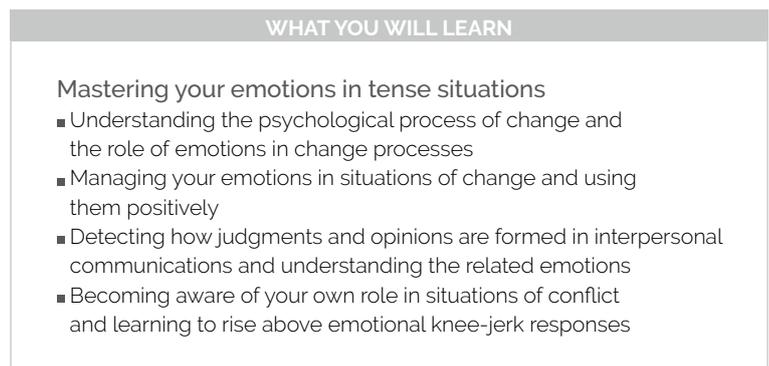
2 Mastering the fundamentals

Begin training and putting the fundamentals into practice, making the most of your trainer's experience and advice.



3 Building on what you've learned

Consolidate the skills you've acquired and build on them. Receive an action plan recommended by your trainer.



4 Receiving your certificate

Your trainer assesses your progress on the course. When the course is completed, you'll receive a certificate endorsing the skills you've acquired.

