

Course Outline:

Developing the Emotional Competencies of a Leader

Delivery Format

Live online or live in-person.

Who Should Attend

Managers and aspiring managers, project managers, team leaders and supervisors.

Program Inclusions

- 1-day Immersive Workshop
- Pre-workshop completion of Emotional Capital Report (ECR) 360 assessment
- Post-workshop 2-hour 1-on-1 coaching session (via teleconference) to review and develop a personalised action plan to strengthen leadership capability

Course Aim

How often have we heard the lament – “*we have too many managers and not enough of those who truly lead*”? Great organisations, teams and projects are invariably led by managers with exceptional leadership skills. In Daniel Goleman’s book titled “*The New Leaders – Transforming the Art of Leadership into the Science of Results*”, he says, “No matter what leaders set out to do- whether its creating strategy or mobilising teams to action, their success depends on *how* they do it! Even if they get everything else just right, if leaders fail in this primal task of driving emotions in the right direction, nothing they do will work as well as it could or should”.

This course aims to empower managers with the both the science and art of leadership. You will learn how to align hearts and minds to the attainment of common, inspiring outcomes and in the process, create extraordinary work culture that is empowered to deliver superior results.

Benefits of Attending

As a participant on this workshop, you will stand to gain the following benefits:

- Understand emotional intelligence and its role in leadership
- Enhance your skills of self-awareness, understanding your strengths and non- strengths as a leader
- Learn how your emotional competencies as a leader rate relative to a database of thousands of other managers
- Understand how others perceive of you, your strengths and areas of improvement as a leader
- Develop the confidence to excel in leadership roles
- Understand and apply the principles that will help you establish a reputation as a transformational leader
- Become a more strategic and inspirational leader and builder of high performance teams

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- Understand the science of emotional mastery and influence and apply this to engage and move a team forward
- Be confident about applying the skills to motivate yourself and others
- Develop the skills to strengthen rapport and relationship, to listen to and influence stakeholders effectively

What It Covers

This workshop covers the following topics:

- The 5 levels of leadership
- Your EQ and your effectiveness as a transformational leader
- Understanding and developing the emotional capital of your business
- Strengthening self-awareness – self-knowing and straightforwardness
- Increasing self-management – self-control, self-confidence and self-reliance
- Deepening resilience and adaptability – optimism and self-actualisation
- Enhancing social awareness and empathy as a pathway to influence
- Deepening social awareness and relationship management to build loyalty
- Getting the most from the ECR360 assessment

Delivery Strategy

Once the formal enrolment process has been completed, each participant will be invited to complete a 360 assessment of his or her emotional competencies using a tool called the ECR (Emotional Capital Report) 360.

The Emotional Capital Report is a 10-minute online assessment that provides scores on the ten emotional skills that distinguish superior performance.

On completion of the 360 assessment, the participant will be invited to complete a 1-day interactive workshop led by our experienced trainers. The workshop will contain a series of power point slides, accompanying information, written activities and reflective tasks and videos. During this workshop, the participant will receive the results of the ECR 360 and will be provided with a debrief of review the ECR 360 and develop an action plan.

At completion of the workshop, the participant will be invited to participate in a 2-hour personalised coaching session (via video or teleconference) where the individual will receive feedback on his or her action plan.

Formal Certification

At the completion of this program, the participant will be eligible to receive a Certificate of Participation from EQ Strategist.