

Lead with empathy and awareness

Emotional Intelligence



Certificate of
Competence

Develop a conscious leadership style – mindful of how your behaviour impacts others

WHY? The ability to understand and manage your own emotions and the emotions of others is essential for building and maintaining positive relationships and achieving personal and professional success. Emotional intelligence helps leaders build strong relationships, communicate effectively, make better decisions, and cope with stress and setbacks more effectively.

Understand how emotional intelligence can be developed to increase self-awareness, increase resilience, improve conflict resolution, and leadership skills.



Duration: 9 weeks
of online learning
with final assessment
due in week 11

Aimed at

- Leaders and managers in any economic sector, across all business disciplines who wish to become better leaders
- Employees who wish to better understand and manage the impact of emotions in the workplace, and become better communicators and problem solvers
- Entrepreneurs and small business owners who wish to improve their leadership and communication skills
- Sales and other customer-facing staff wanting to build stronger relationships with customers
- Anyone who is interested in personal development and wants to improve their interpersonal skills and effectiveness

IMAGINE

Building strong relationships with others, inspiring and motivating them to perform by cultivating a positive and productive work environment that promotes empathy and builds trust.

Learning outcomes

- Identify the skills and qualities that form the basis for developing emotional intelligence
- Understand the importance of self-awareness in the development of emotional intelligence (EI)
- Understand the nature of self-management in the context of self-awareness
- Outline the elements of motivation and how they impact emotional intelligence
- Begin a journey of building emotional intelligence in the quest for more effective leadership

The course aims to enable leaders to become better at managing relationships, developing talent, and deepening loyalty and engagement with employees and customers through applying EI principles.

Emotional Intelligence: Course Prospectus

Format

Wits University Certified Online Short Course

Breakdown

9 weeks of online learning with final assessment in week 11

Language

English

Course Outcomes (Summarised)

Enable leaders and employees to improve their effectiveness through understanding their impact on others and effectively using best practice EI skills and tools

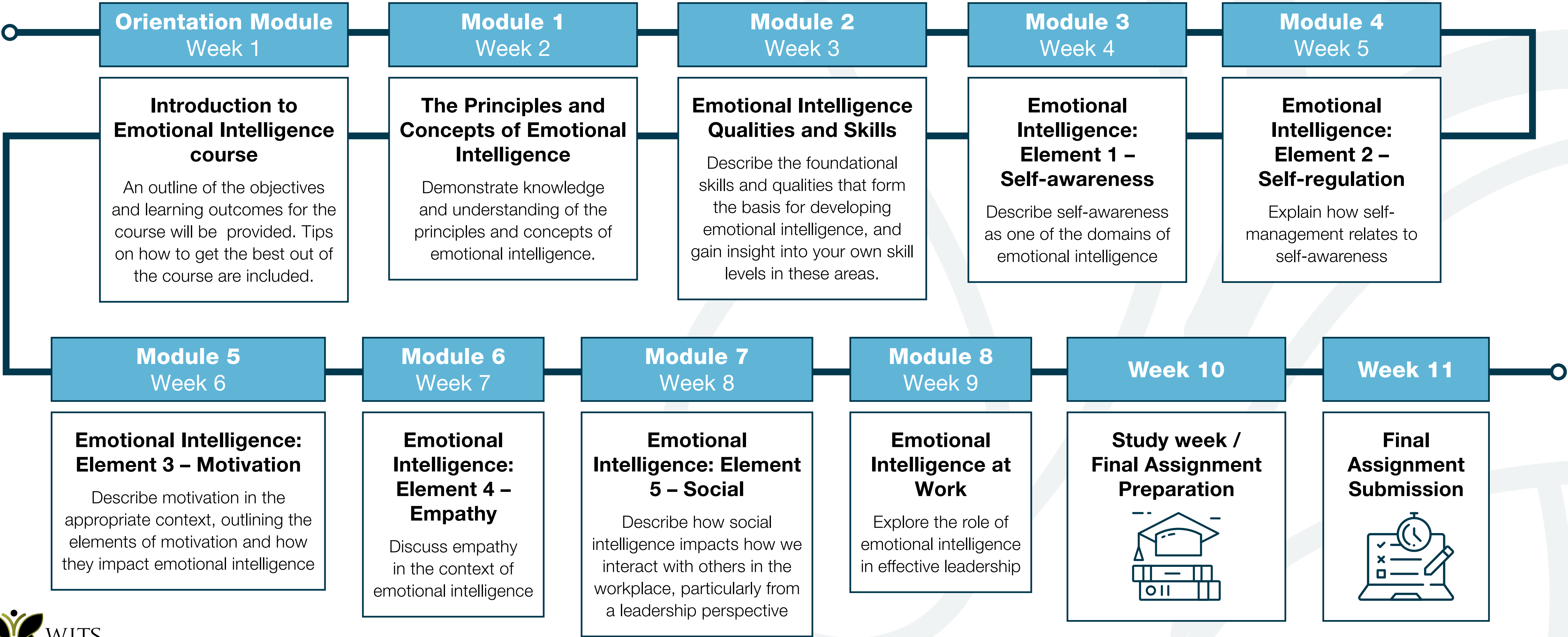
Enable leaders to manage relationships better, develop talent, and deepen employee and customer engagement and loyalty

Course Curriculum

Module 1	The Principles and Concepts of Emotional Intelligence (EI)
Module 2	Emotional Intelligence Qualities and Skills
Module 3	Emotional Intelligence: Element 1 – Self-awareness
Module 4	Emotional Intelligence: Element 2 – Self-regulation
Module 5	Emotional Intelligence: Element 3 – Motivation
Module 6	Emotional Intelligence: Element 4 – Empathy
Module 7	Emotional Intelligence: Element 5 – Social
Module 8	Emotional Intelligence at Work

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Course Outline



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Course and Module Overview

Course Overview Introduction to Emotional Intelligence course

An outline of the objectives and learning outcomes for the course will be provided. Tips on how to get the best out of the course are included.

Module 1: The Principles and Concepts of Emotional Intelligence

This first module will explore emotional intelligence concepts and the core elements of emotional intelligence.

- **Topic 1:** An introduction to the concept of emotional intelligence
- **Topic 2:** Emotions and the role of neuroscience
- **Topic 3:** Emotional Intelligence in life and the workplace
- **Topic 4:** Emotional Quotient (EQ) and the Intelligence Quotient (IQ)

Module 2: Emotional Intelligence Qualities and Skills

In this module we focus on the skills and qualities necessary for developing greater emotional intelligence.

- **Topic 1:** Curiosity
- **Topic 2:** Active listening
- **Topic 3:** Communication
- **Topic 4:** Reflection and journaling

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Course and Module Overview

Module 3: Emotional Intelligence: Element 1 – Self-awareness

Now we commence the real developmental journey as we explore the first of the five core elements of emotional intelligence: emotional self-awareness.

- **Topic 1:** Introduction to emotional self-awareness
- **Topic 2:** The self and self-concept
- **Topic 3:** The self and decision-making
- **Topic 4:** Develop greater self-awareness

Module 4: Emotional intelligence: Element 2 – Self-regulation

In Module 4 we explore the second core element of emotional intelligence: self-regulation. Building on self awareness, we move on to how we manage and regulate our emotions.

- **Topic 1:** Introduction to self-regulation
- **Topic 2:** Why self-regulation is important
- **Topic 3:** How to enhance self-regulation
- **Topic 4:** Self-regulation in leadership and management

Module 5: Emotional Intelligence: Element 3 – Motivation

In this module we look at the concept of motivation, which has a specific context when discussed in terms of emotional intelligence.

- **Topic 1:** Introduction to motivation
- **Topic 2:** The importance of resilience
- **Topic 3:** Locus of control
- **Topic 4:** Developing motivation and resilience

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Course and Module Overview

Module 6: Emotional Intelligence: Element 4 – Empathy

In this module empathy is explained with emphasis on the value and importance of empathy in customer service and in a leadership role.

- **Topic 1:** What is empathy, and why is it important?
- **Topic 2:** Empathy and the impact on service
- **Topic 3:** The importance of empathy in management and leadership
- **Topic 4:** Strategies for developing greater levels of empathy

Module 7: Emotional Intelligence: Element 5 – Social

This module explores the fifth and final core element of emotional intelligence: social skills. In emotional intelligence, the term ‘social skills’ refers to the skills needed to handle and influence other people’s emotions effectively.

- **Topic 1:** Introduction to social skills
- **Topic 2:** Perceptions and diversity
- **Topic 3:** Social skills and personality
- **Topic 4:** Developing social skills

Module 8: Emotional Intelligence at Work

The final module focuses on the need and value of leaders’ emotional intelligence and the concept of positive leadership.

- **Topic 1:** Importance of emotional intelligence for leaders
- **Topic 2:** Positive leadership and emotional intelligence
- **Topic 3:** Positive leadership and leading teams

Content Experts and Lecturers

Carl Wagner

Senior lecturer at the Wits Business School

Director of BluSkye People Solutions

Executive Fellow for Strathmore Business School in Nairobi

Programme director for the WBS New Managers Programme and other Executive Education programmes

As well as being a specialist in assessment and development, Carl works extensively in the area of executive coaching and mentoring.



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www.digitalcampus.co.za



info@digitalcampus.co.za



+27 (0)87 023 0888



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