

# Emotional Intelligence and Interpersonal Skills



A 2-day programme

## Who for:

Anyone who wants to explore and to harness this powerful (and underutilised!) skillset to increase their interpersonal influence and effectiveness; anyone whose results depend on successful interaction with others.

## In this programme, you will learn and practise:

- Useful and practical definitions and applications for EQ (Emotional Intelligence)
- Establishing and maintaining “deep level” rapport, using verbal and non-verbal skills, plus a range of language patterns
- How to present ideas, plans, results, proposals influentially and persuasively, and how to deal with challenging feedback
- How to link up with others’ “thinking patters”; how we unconsciously sort, sift and interpret information and observations; how to use these patterns in communication with others
- How to manage elegantly and skilfully a range of difficult personality types and challenging situations

