



Effective  
Human  
Intervention

LEADERS IN TRAINING

# Emotional Intelligence for the Modern Workplace

*With the rapid pace of technological advancements and increasing job insecurity, emotional intelligence has become a crucial skill for personal and professional success.*

**EHI HAS BEEN ACCREDITED BY MERSETA | ACCREDITATION No: 17-QA/ACC/0603/11 | B-BBEE LEVEL 2 CONTRIBUTOR**

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# Emotional Intelligence for the Modern Workplace

## Course Objectives:

This intensive two-day course is designed to enhance participants' emotional intelligence (EI) in the workplace. With the rapid pace of technological advancements and increasing job insecurity, emotional intelligence has become a crucial skill for personal and professional success. The course aims to help participants understand and manage their own emotions, recognize and influence the emotions of others, and build stronger, more effective relationships in their professional lives.

## Course Outcomes:

**By the end of this course, participants will be able to:**

- Understand the core components of emotional intelligence.
- Develop self-awareness and self-regulation skills.
- Improve empathy and social skills to enhance teamwork and leadership.
- Apply emotional intelligence strategies to manage stress and conflict.
- Use emotional intelligence to adapt to and thrive amidst technological changes and job market fluctuations.

## About your Facilitator:

### Hylton Gudmanz: Human Performance Specialist and Executive Coach

Hylton Gudmanz is a renowned Human Performance Specialist and Executive Coach, with a strong focus on innovation and collaboration. His diverse background in Business, Media, Education, Community Development, and the Arts equips him with unique insights to coach and advise leaders from various sectors. As a Coaching Faculty member of Wits Business School and an Accredited Senior Coach with the International Authority for Professional Coaching & Mentoring (IAPC&M), Hylton brings a wealth of knowledge and experience to his practice. He holds a master's degree in Personal and Professional Leadership, underscoring his commitment to personal and professional growth.

## Benefits include:

- Participation in an interactive workshop
- Learn from a recognized expert with cross industry experience
- Group activities
- Practical Exercises
- Comprehensive course documentation



## Customised Virtual Training and/or In-house Training

If you wish to organize a Virtual Instructor Led Training session or In-House session for your organization, we will custom design a session that will help you achieve your desired learning goal. The main advantage of custom designed VILT, in addition to being significantly cost effective, is that they address topics specifically related to the needs of your organization. To discuss the possibility of designing and conducting such a session or In-House training session, contact us on 021 979 5891 or [callie@ehiafrica.co.za](mailto:callie@ehiafrica.co.za) for a comprehensive quotation.

## Who Should Attend:

This course is ideal for professionals at all levels who are seeking to enhance their emotional intelligence to better navigate the complexities of the modern workplace.

## It is particularly beneficial for:

- Managers and team leaders looking to improve their leadership effectiveness.
- HR professionals aiming to foster a more emotionally intelligent organizational culture.
- Employees facing high-stress environments or undergoing significant workplace changes.
- Anyone interested in personal development and improving their interpersonal skills.

# Emotional Intelligence for the Modern Workplace

## Day 1: Understanding and Developing Emotional Intelligence

### Morning Session: Introduction to Emotional Intelligence

- Welcome and course overview
- Definition and importance of emotional intelligence
- The impact of EI on professional success
- Self-assessment: Measuring your current EI

### Mid-Morning Session: Self-Awareness

- Understanding self-awareness
- Techniques to increase self-awareness
- The role of self-reflection and feedback
- Interactive activity: Journaling and reflective exercises

### Afternoon Session: Self-Regulation

- The importance of managing your emotions
- Strategies for self-regulation
- Mindfulness and stress management techniques
- Practical exercise: Developing a personal self-regulation plan

## Day 2: Applying Emotional Intelligence in the Workplace

### Morning Session: Social Awareness and Empathy

- Understanding social awareness and empathy
- Techniques to enhance empathy
- Recognizing and interpreting emotional cues
- Group activity: Role-playing and empathy exercises

### Mid-Morning Session: Relationship Management

- Building and maintaining strong relationships
- Effective communication and active listening
- Conflict resolution and negotiation skills
- Case study: Applying relationship management in real-world scenarios

### Afternoon Session: Leveraging EI for Professional Success

- Emotional intelligence in leadership and teamwork
- Adapting to change and managing workplace stress
- Building a culture of emotional intelligence in your organization
- Final project: Creating an EI action plan for your workplace

### Wrap-Up and Next Steps

- Review of key concepts and takeaways
- Personal action plan development
- Q&A and course feedback
- Certification of completion

By integrating these emotional intelligence skills, participants will be better equipped to face the challenges of modern workplaces, foster stronger relationships, and enhance their overall job performance.