



**GLOBALNET ACADEMY**

# EMOTIONAL INTELLIGENCE

ONE DAY WORKSHOP

*"When dealing with people, remember you are not dealing  
with creatures of logic, but with creatures of emotion."*

---

**2023**



[www.globalnetacademy.edu.au](http://www.globalnetacademy.edu.au)



[team@globalnetacademy.edu.au](mailto:team@globalnetacademy.edu.au)



# EMOTIONAL INTELLIGENCE

This one-day short course introduces participants to emotional intelligence, with an emphasis on the practical application of emotional intelligence in the workplace.

Participants will learn the underpinning theories of emotional intelligence, how to apply the components of EQ to understand, control, and express their emotions, resulting in a better ability to manage stress and conflict and improve their ability to be resilient and optimistic.

Leadership and other human skills, of which emotional intelligence is a critical component, are transferrable, whether you're a two-person business or a member of a large conglomerate. This workshop will help you develop components of those human skills needed to effectively communicate with others.

The workshop will include takeaway tools, tips, checklists and recommendations, to help participants continue to improve their emotional intelligence and embed what they have learned into their personal and professional lives.

## TARGET AUDIENCE

This course is suitable for anyone working with others in teams of any size who wants to understand what Emotional Intelligence is and how they can improve their own emotional intelligence and support others to develop their emotional intelligence as well.

### WORKSHOP HIGHLIGHTS

- Leaderships and emotional intelligence
- Models of emotional intelligence
- The science of improving emotional intelligence
- Understanding and managing emotions
- EQ and interpersonal skills
- Empathy

### WORKSHOP OUTCOMES

- Learn how to identify emotional triggers
- Learn how to better manage emotionally charged situations
- Learn how to better use empathy and active listening skills to improve colleague and customer interactions



# ABOUT US

GlobalNet Academy is a small, Tasmanian based Registered Training Organisation, specialising in leadership and management training. With over 20 years experience in the industry, we support individuals and businesses to upskill and develop their core leadership and management skills.

## WHY US

Our face to face training helps participants develop their problem solving, critical thinking and leadership abilities to build and reinforce the human skills they need to adapt and change as your business does.

## BUSINESS BENEFITS

- Improved communication in and around the organisation.
- Reduced workplace conflict and stress
- Improved individual and team performance and engagement
- Improved accountability





# NON ACCREDITED WORKSHOPS

GlobalNet Academy offers a range of one-day workshops that are perfect for anyone who wants to learn a new skill or expand their knowledge in a specific area. These workshops are designed to provide hands-on, practical training that can be applied in the workplace.

Please feel free to reach out to us for more information, we look forward to hearing from you !



## CHALLENGING CONVERSATIONS

Learn to engage in challenging conversations effectively and confidently. How to handle these types of discussions to get the greatest results while preserving good working relationships.



## COMMUNICATE EFFECTIVELY

Learn to engage in more effective communication. Explore communicating frameworks, methods, tools and techniques to help you communicate more effectively.



## EMOTIONAL INTELLIGENCE

Learn to apply empathy, how to understand, control, and express their emotions using the appropriate language, and to be able to practice EQ skills to help better manage stress and conflict.



## MANAGING PERFORMANCE

Learn how to create standards, manage expectations, and hold people accountable so they may become a more effective manager of people.



## EFFECTIVE TEAMS

Learn how to engage and work collaboratively with others to lead and manage a team.



## TIME AND TASK MANAGEMENT

A toolkit of practical ideas and techniques to help you become more productive and feel more in control of your daily life. Learn the fundamentals of what it means to "manage time"



## BUDGETING FOR TEAM LEADERS

Explore the fundamentals of budgeting including budget allocations, setting targets, understanding variances, forecasting and evaluation techniques, and managing budget risk.