

OVERVIEW:

Emotional Intelligence and Assertiveness



TLR GROUP (PTY) LTD

The Learning Revolution

Accredited against unit standard: 252031

"Apply the principles and concepts of emotional intelligence to manage self and others."

NQF level 5, with 4 credits

Developing emotional intelligence reduces stress, enhances conflict resolution, and strengthens relationships, contributing to greater stability, continuity, and harmony. This journey involves cultivating self-awareness, improving self-management, engaging in positive behaviors, and adopting learned responses to navigate different situations effectively.

Module 1

Getting Started

Emotional intelligence is considered crucial in various aspects of life, including personal relationships, leadership, and workplace success. Individuals with high emotional intelligence often excel in interpersonal dynamics, as they can navigate social complexities, build strong connections, and lead with empathy and understanding.

- What makes an organisation successful?
- What is emotional intelligence?
- Key differences between IQ and emotional intelligence
- Assess your emotional intelligence: a questionnaire

Module 2

Personality Profiling

There's no doubt about it . . . people are different. As a result, most of the conflict that occurs between people at work and at home is due to certain inborn differences in the way they think and go about doing things. This module deals with different working styles - needs, values and what motivates people to act in certain ways.

- Apply insights into human behaviour: your own and that of others
- Switch off defence mechanisms when faced with negative comments and actions from others
- How the personalities impact emotional intelligence

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Module 3

Emotional Intelligence and Assertiveness

Emotional intelligence is a dynamic trait that can be developed and enhanced through self-awareness, practice, and learning from experiences.

- The four quadrants of emotional intelligence
- Emotional awareness
- Emotional honesty
- Create a development plan

Module 4

Conflict Management

Dealing with upset people is one of the most challenging situations we face in the workplace. Good communication skills, controlling anger and reducing stress levels will ultimately improve relationships. This module will benefit anyone who has ever had to deal with rude, aggressive or angry people in the workplace.

- The ingredients of conflict
- Conflict management strategies
- The price of conflict
- Dealing with conflict practically
- Resolving the conflict
- Diffusing anger

Module 5

Toxic Relationships

Old-fashioned courtesy can bring a sense of peace and harmony to an otherwise stressful workplace. Rudeness in the office carries a high price in both human and financial terms.

- Toxic colleagues to look out for and how to protect yourself
- Are you a toxic co-worker?

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Module 6

Assertiveness

Assertive individuals are able to stand up for themselves, set boundaries, and express their opinions in a way that is both firm and respectful.

It's not about winning, but about communicating and finding solutions that take into account the needs and rights of everyone concerned.

- What is assertiveness?
- Some myths about assertiveness
- Passive, aggressive, passive-aggressive and assertive communication
- Becoming more assertive: a practical exercise
- Setting healthy boundaries