

# Emotional Intelligence In The Workplace

A **2 Day Intensive Course** that will harness your natural EI quotient.



*"We are being judged by a new yardstick: not how smart we are or our expertise, but by our ability to handle ourselves and others."*  
- Goleman.

*"Very good group, the instructors' style and his authenticity were excellent."*  
- Tony Gurr, IAT

To enquire about the date of the next public course:

**Email Us:** [info@ismdubai.com](mailto:info@ismdubai.com)

**Call Us:** 04 4573814



# ISM

ISM TRAINING

*Advance your career...  
achieve your goals*



# ISM Training

ISM Training provides the most comprehensive range of learning and development solutions to meet the needs of individuals and companies. ISM Training helps clients achieve significant behaviour changes leading to improved productivity and increased competitive advantage in today's increasingly complex markets.

## Emotional Intelligence Introduction

Emotional intelligence is the capacity to effectively recognize and manage emotion in ourselves and others.

Research has shown that 90% of leadership effectiveness is directly attributable to a person's emotional intelligence.

A recent study tracking over 160 high performing individuals revealed that EI is 200% more effective in contributing to performance excellence than intellect and expertise alone.

This 2 day intensive course covers the methods and practices required to harness your natural EI quotient.

## Purpose of this course

This program represents an opportunity to provide leaders with tools and strategies to increase their ability to manage themselves as well as manage the critical relationships that exist between themselves and the people around them.

*"I've attended many courses throughout my career but this is the first time I have really learnt something that will make a difference to my business."*

*Steven Brown – CEO i-Segway*

## On successful completion of the course attendees will be able to:-

- Define EQ and understand how it relates to personal and organisational success.
- Recognise and successfully manage emotions in yourself and others.
- Increase your ability to inspire productivity, positivity and innovation in others.
- Build and maintain an emotionally intelligent team.

# Key areas covered

**01** ▶ How to inspire employees to a higher level of performance.

**02** ▶ Understanding the set of capabilities that distinguish outstanding people.

**03** ▶ How to improve your entrepreneurial thinking & be adaptive to change.

**04** ▶ How to become a more effective leader and better coach to your employees.

**05** ▶ How to be confident in your ability to build new relationships.

**06** ▶ How to encourage honest, candid feedback from your direct reports and peers.

**07** ▶ How to develop entrepreneurial thinking.

**08** ▶ How to make decisions focused on the desired consequence.

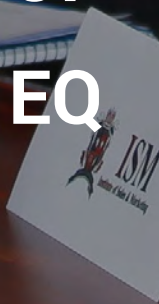
**09** ▶ How to Effectively deal with the setbacks.

**10** ▶ How to be more focused on performance than your competitors.

**11** ▶ Taking more Initiatives.

**12** ▶ How to take on new tasks and build new relationships.

UNLEASH  
THE  
POWER  
OF  
EQ





## COURSE REGISTRATION FORM

### Emotional Intelligence in the Workplace



**ISM**  
ISM TRAINING

Telephone: + 971 4 457 3814, Facsimile: + 971 4 457 3999 Email: info@ismdubai.com

## 01 CHOOSE YOUR PACKAGE

1 Delegate: 5,800 Dhs

2 Delegate: 11,020 Dhs

3 Delegate: 15,660 Dhs

4 Delegate: 18,560 Dhs

Registration fees include expert tuition, comprehensive course documentation, workshop materials lunch & refreshments and your official ISM framed Certificate documentation, workshop materials lunch & refreshments and your official ISM framed Certificate

## 02 ATTENDEE DETAILS - Please complete in block capitals

No	Full Name	Job Title	Tel (inc country code)	E-mail
01				
02				
03				
04				
05				

## 03 COMPANY DETAILS - Please complete in block capitals

Organisation Name:	<input type="text"/>	Industry:	<input type="text"/>
Address:	<input type="text"/>	Postcode:	<input type="text"/>
Country:	<input type="text"/>	Email:	<input type="text"/>
Tel:	<input type="text"/>	Fax:	<input type="text"/>

Authorized Signature' (Mandatory):

Authorising Signature' Name:

By signing this form I have read and agreed to ISM's terms and conditions listed below

## 04 INVOICE CONTACT AND PAYMENT - If different from above

**Note:** Payment is required BEFORE the course date. Course details will be sent to you once payments are received.

Contact person for invoicing	<input type="text"/>				
Tel:	<input type="text"/>	Fax:	<input type="text"/>	Email	<input type="text"/>

## 05 TERMS & CONDITIONS

ISM reserves the right to change dates, venues, topics and trainers due to unavoidable circumstances.

Cancellation: If you cannot attend personally, a substitute delegate is welcome to join this course in your place - for no extra charge. Should you (or a substitute) be unable to attend, we will promptly refund your fee less a service charge of 10%. As spaces are strictly limited, we regret that registration received less than 30 days before the start date of the course may incur a late booking surcharge of USD50

Condition: You must inform us in writing 30 days or more before the start date of this course. No refunds are possible for cancellations received less than 30 days, before this course. Instead you will be issued with a 50% Discount Training Voucher, which entitles you (or a nominated colleague) to attend a public course arranged by ISM

Find us in Social Media

or please fax this form to + 971 4 457 3999  
to receive your confirmation and delegate pack.



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