

Mastering Emotions

The other skills you need for success

Overview

Mastering Emotions is a course that teaches the skills of **Emotional Intelligence (EI)**. Emotional Intelligence is the ability to recognise and manage your emotions, and respond well to the emotions of others. EI has four quadrants: *Self-awareness, Self-management, Social Awareness, and Relationship Management*. Each quadrant has its own skills, but is inextricably linked to the other 3. **Mastering Emotions** is available to workplaces and groups of private individuals

Workplaces will benefit because leaders, managers and staff who are in control of their feelings function more effectively. When reactivity and stress are understood and controlled, the workflow improves. Losses resulting from poor behaviour are reduced. Staff benefit by their improved ability to understand and manage their own and others' emotional reactions when stress or change occurs.

Private individuals will benefit by better understanding and taking charge of their emotions before they get out of hand, reducing distress and the risk of damaging their relationships.

Rationale

When individuals fail to understand and manage their emotions, reactivity can get out of hand. Physical and mental health are eroded. Downward spirals occur, leading to more serious problems, such as violence and illness. People are damaged and relationships suffer. Understanding how emotions work and how to take control before it's too late is a skill worth having.

Business and organisational leaders also realise that dealing well with emotions is crucial to working effectively, especially amidst economic change and uncertainty. When leaders and staff are challenged by unexpected or unwelcome events, they need personal resources to fall back on.

Course Details

In 2x 4-hour sessions, we cover the 4 components of Emotional Intelligence: *Self-awareness, Self-management, Social Awareness and Relationship Management*. There are presentations, activities, discussions, notes, home activities and a certificate on completion. To show progress, workplace participants take a before and after assessment, and a written report is supplied to management.

Participants

The course is suitable for private and workplace groups - anyone who wants to improve their 'people skills', including managers, leaders and teams. *Workplaces* can get in touch and we will arrange a course with you according to your requirements.

Private Individuals can contact us at any time and put their name down. We offer course periodically and will keep you informed when the next one is offered. Get in touch, details below.

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