

BUILDING RELATIONSHIPS USING EQ

We are in the business of building relationships! People are not necessarily difficult to deal with. They only seem difficult because we lack the skills of an appropriate communication style. It is imperative that we are equipped with the essential skills to handle different groups of people.

You will learn the appropriate communication styles that will help you avoid ineffective communication and improve work relationships. Do not let negative experiences affect your willingness to try and get along with anyone! Discover how you can use the *DISC* as a tool to come out tops with not just textbook answers but tried and tested techniques as well!

TRAINING OBJECTIVES

At the end of this programme, participants will learn the following:

- Reduce stress levels among colleagues.
- Confidently handle challenging dialogues in a calm fashion.
- Promote work productivity and sense of belonging in the workplace.

COURSE CONTENTS

Part One

Self-Awareness

- Assessment of EQ.
- Understand the intelligence behind emotions and expectations.

Part Two

Relationship Building

- People reading.
- Importance of social awareness.
- Using EQ to interact positively with your colleagues and subordinates; and clients.
- Identifying, discerning and escalating people's needs and expectations.
- Making people feel valued and important.

Part Three

Understanding People Communication Tendencies

- Identifying different communication styles.
- How to use the four personality type psychometric tool (DISC) to communicate to different groups of people.
- How to leverage on one's strengths and work on weaknesses.
- 5 Key assertive skills in managing challenging conversations.

Method of Instruction

- Lecturing
- Group Discussion/Brainstorming (Breakout rooms in Zoom)
- Case Studies
- Self-Analysis/Critique Session
- Learning from a Partner (Breakout rooms in Zoom)
- Virtual Engagement (Kahoot, Pigeonhole, Mentimeter)

DURATION

One Day