

Effective Emotional intelligence in Communications

Content: 1 day course

Effective communication and audience needs

The importance of identifying audience needs and planning how to use your communications to connect with your audience

Communication aims and objectives

Identifying the response you need and methods of achieving it

Emotional intelligence – what it is and how to use it to make your communication more effective

An introduction to the concept of emotional intelligence and how using emotional intelligence can affect audience perceptions and achieve your objectives

Personality types and how they affect your communications

Identify your personality type, what the stress factors are and how to de-stress different personalities

Using Emotional Intelligence - Practical workshop

A series of role-play workshops to demonstrate using emotional intelligence in a variety of relevant work situations and the reactions it provokes

Applying the skills to your own communications

A workshop to create and adapt your planned communications using the techniques covered in this module

Connecting with different audiences

How to use the skills to connect with audiences of different sizes.

Using EI in communicating change

The delegate identifies key challenges in communicating change within their own organisation and devises a plan to tackle the communication using Emotional Intelligence

Key learning points

The delegates receive a round up of the key learning points to take away and use in their work situation