

emotional

& social skills

“ Organisations are like automobiles. They don't run themselves downhill. They need people to make them work – and not just any people but the **right people**.

Kets de Vries, 2001

As people we exist within a number of highly complex social groupings or systems. An organisation (one such system) with a particular purpose, requires that employees, managers and leaders, all of whom which are there to perform a particular function need to do so achieving their respective goals with people and through people. A number of factors can be attributed to success in life but to cope with the demands of such a highly complex environment such as in business, having a good understanding of ourselves as well as others and the ability to effectively manage our interactions provides us with a solid foundation for our relationships. Having the appropriate skills to interact successfully with others will for the most part ensure that those goals outlined by the organisation can be achieved effectively. In fact, research verifies that increased ESS can improve an employee's level of performance, their ability to collaboratively resolve conflict, and their ability to manage stress effectively. Also increased levels of ESS can also improve general health and well-being. In addition, enhanced ESS improves management effectiveness, leadership ability and generally organisational performance.

What is the aim of the course?

The training course is focused on enabling participants to grow through developing their ability to manage both intrapersonal and interpersonal aspects of their lives. The course is based on a unique combination of Mayer and Salovey's ability-based model of Emotional Intelligence and other leading models, methods and techniques.

Why attend?

The benefits of attending this course include:

- Enhancing your ability to manage your relationships with others
- Improving on your people management and leadership skills
- Coping with stress and pressures of work and life
- Creating a platform to promote teamwork and collaboration
- Solving conflict collaboratively and effectively
- Being better able to manage your own emotions

Who should attend?

Any individual who wishes to develop themselves and improve their relationships with others.

What will participants learn?

The training course will assist you to:

- Understand the concept of ESS and how to effectively identify emotions, use emotions to assist thought, understand emotions and manage emotions
- Understand the impact of emotions on your behaviour in business and in life
- Select and match appropriate ways to behave with colleagues, clients, friends and family
- Become more receptive to others emotions and use this information to improve relationships with others
- Identify and facilitate the development of your own individual development needs

What is the duration?

Three days. However, the course can be structured according to your need and context.

Where can the training be held?

The training course can be held in-house or at JvR's premises.

For more information: please contact **Gareth Hallett** or **Jani de Beer**;
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