



Mastering Emotional Intelligence (EQ)

TRAINING

Improve Communication, Build Strong Workplace Relationships and Boost Productivity



Facilitated by
KERRI WELLINGTON
Human Resources and Training Consultant
Wellington Consulting

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PUBLIC
SECTOR
NETWORK



Overview

The benefits of emotional intelligence (EI) in leadership are widely recognised, including reduced burnout, reduced unplanned absenteeism, and increased productivity, quantifying these benefits with precise evidence and metrics can be difficult, given the complex nature of workplace dynamics and the interplay of various factors. In fact, World Economic Forum's "Future of Jobs Survey 2020" projected that emotional intelligence will be one of the top skills needed in business in 2025!

Research shows that leaders and employees who possess well developed emotional intelligence (EQ) are more effective in their performance, motivation, and communication. People with high EQ are adept at understanding the underlying motivations of others, making them better equipped to effectively lead and improve performance in their teams, divisions, and companies.

By applying emotional intelligence to your daily work life, you can better manage your emotions, improve relationships, and develop effective coping strategies, all of which are vital in preventing burnout and maintaining your overall well-being. This course equips leaders to create positive work environments, enhance employee engagement, and achieve exceptional results. Participants gain effective tools to recognise, understand, and manage emotions for improved decision-making and behaviour, fostering high workplace performance. This course serves as the cornerstone for transforming ordinary for transforming leadership into extraordinary, empathetic impact.

Who Should Attend

This training is valuable for those who need to navigate complex interpersonal relationships, manage stress, make informed decisions, and effectively serve the public. It can help create a more positive work environment and improve overall service delivery.

- Management through to senior leadership
- Learning and development practitioners and HR leaders
- Anyone looking to engage teams and individuals more effectively
- Managers and leaders who would benefit from stronger interpersonal skills or self-awareness

Learning Outcomes

- Grasp and apply self-awareness and regulation to navigate stress and change in the workplace to drive productivity and emotional resilience
- Foster a positive, inclusive and safe work environment
- Understand how to manage conflict
- Enhance your communication abilities to create positive relationships
- Cultivate resilience and adaptability to navigate stress

Why Attend

- Become a better and empathetic leader
- Interactive Learning: A blend of theory, discussion and activities to optimise learning
- Prevent burnout and enhance employee well-being
- Boost productivity by fostering an environment of empathy, understanding, and collaboration
- Develop an action plan for personal growth and ongoing development of emotional intelligence skills
- A safe online space for real-time feedback
- Benchmark and learn from your public sector peers

Meet Your Facilitator



KERRI WELLINGTON

Human Resources and Training Consultant
Wellington Consulting

Kerri Wellington is a highly experienced Human Resources and Training Professional who specialises in developing and supporting emerging leaders and managers to develop and maintain an effective, productive and healthy workplace.

She has worked with a variety of SMEs and government agencies, including not-for-profits and blue-chip organisations.

In addition to her over 10 years of experience as a Human Resources Manager, she is an experienced conference facilitator, keynote speaker and trainer.

Her experience is supported by a Graduate Certificate in Human Resource Management, Diploma of Vocational Education and Training, Diploma of Training Design and Development, and Diploma of Quality Auditing.

Kerri is a very personable and energetic presenter who engages with her audience in a relaxed and interactive manner to enhance learning and encourage active questioning.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 29 th Sep	Register by 27 th Oct	Register by 4 th Dec
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

CLICK HERE TO REGISTER



*Group Discounts Available - Contact Registration at registrations@publicsectornetwork.com or Call on **(02) 9057 9070**

10:00am Welcome and Introduction

10:15am Unlocking EQ Brilliance: Your Journey to Emotional Intelligence

What does emotional intelligence (EQ) signify in the workplace?

- Understanding the impact of emotions in the workplace
 - Benefits of EQ
-

11:00am Break

11:10am Deciphering EQ: The Four Branches Unveiled

- Recognising emotions
 - Understanding emotions
 - Reasoning using emotions
 - Managing Emotions
-

12:10pm Lunch

12:40pm Exploring the Emotion Spectrum

- Fear
 - Anger
 - Sadness
 - Happiness
-

01:05pm Empathy: The Heart of Connection

- What it is and why it is important

Resilience: The Power to Bounce Back

- Managing stress
 - Dealing with uncomfortable situations
-

01:50pm Break

01:55pm Mastering Emotional Responses in Others

- Identifying the underlying issue
 - Recognising and managing your emotional reactions
-

02:25pm Reflections and Closing remarks

02:30pm End of Day 1

10:00am Welcome and Recap

10:15am Cracking the EQ Code Essentials

- Self-awareness
- Self-management
- Social Awareness
- Relationship management

11:00am Break

11:10am Communicate with Impact

- Being explicit
- Body language
- Assertiveness
- Boundaries

12:10pm Lunch

12:40pm Cultivating EQ in the Workplace

- Role modelling
- Social learning
- Self-awareness
- Feedback

01:50pm Break

01:55pm Harvesting Workplace EQ Brilliance

- Working with and leading different personalities
- How people react differently to the same situation
- Derailing
- Managing conflict

02:15pm Personal Development

- Feedback and reflection exercise to complete in your own time

02:20pm Closing Remarks and Questions

02:30pm End of Day 2



Get In Contact

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