

Course title: Emotional Intelligence

Course Description:

Emotional intelligence does not involve being overly emotional, sympathetic, or weak. On the contrary, it means being fully self-aware, accountable and assertive in your actions. It also involves being aware of other's emotions and what is driving them. More than 50% of employees lack the motivation to keep learning and improving. 70% of all change initiatives fail because of people issues – inability to lead, lack of teamwork, unwillingness to take initiative, and inability to deal with change.

Course Learning Outcome

- Defining and History of Emotional Intelligence
- Functions, Factors and attributes of Emotions
- Why is Emotional Intelligence important?
- The role of Intelligence Quotient (IQ) and EQ from management and employee's perspective
- Characteristics of Emotional Intelligence
- How to develop and to rise our Emotional Intelligence
- Emotional Intelligence and Leadership
- Emotional Competence
- Self-Assessment

Course Certification: At the end of the course, participants will be presented with a KHDA (Knowledge and Human Development Authority's) attested certificate.

Who should attend: Public & Private Sectors Managers, Directors, Administrators, Supervisors, Engineers, Officers, Consultants, Inspectors, , Team Leaders, Policy Makers, Team Members, students and anyone with an interest in the subject to enhance their knowledge and value to their professional and personal life.



- عضو في مؤسسة محمد بن راشد لتنمية المشاريع الصغيرة والمتوسطة.
- معترف عليه من قبل هيئة المعرفة والتنمية البشرية في دبي
- عضو في غرفة تجارة وصناعة دبي.
- مرخص من قبل دائرة التنمية الاقتصادية في دبي.