

EMOTIONAL INTELLIGENCE AT WORK



Introduction

Emotions greatly affect our work life and career. Therefore, there is a need to understand exactly what it is and why it is so important. Today, there is a great emphasis on the ability to manage emotions at work as we deal with the pandemic, uncertainty, and complex changes around.

Emotional intelligence is the ability to identify and manage your emotions as well as the emotions of others. People with the ability to manage emotions adapt well to changing work environments, master self-management, possess excellent team skills and demonstrate strong leadership potential. They recognise, realise and respond to one's emotions in a way that empowers self.

Organisations seek people with higher degree of emotional intelligence (EI) to ensure a more professional, mature, and productive yet smooth work environment that fosters growth and creativity.

Programme Coverage

- Key foundations of emotional intelligence that aids in professional and personal success
- Understanding your emotions: the source of emotions; emotional cause and effect; identifying your own emotional triggers, motivations and drives
- Managing your emotions: feelings, perceptions and beliefs; understanding your reactions under stress and conflict. Handling trigger events that cause emotional takeover
- Understanding the emotions of others
- Role of emotional intelligence in the connect between individual, team and organisational performance
- Practising EI at workplace: Action planning

Programme Outcomes

The programme will help participants to:

- Identify their emotional triggers, practice self-management, self-awareness, self-regulation, self-motivation and empathy
- Relate emotional intelligence to workplace situations and implement the tools and techniques to regulate and gain control of their emotions in the workplace

Methodology

- Brief lectures
- Discussions
- Games and exercises

Participant Profile

Middle and senior level executives and professionals in organisations whose roles demand high level of interaction with people

Investment

₹ 3,000/-

(exclusive of 18% GST)



Registration

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Programme Facilitator



Dr. J. Anitha is a trainer in soft skills and consultant in research methods. She was formerly an Associate Professor at GRG School of Management Studies. She has nearly 20 years of experience, including 14 years in the academia. She is presently working on managing research projects and authoring books. She has recently published a novel, "The You: The Journey of a Lifetime: A Psychological Adventure".

She is currently a visiting faculty at PSG Institute of Management. She has presented guest sessions in GRGCAS, KCT, CIT, SNS, and PSGRKCW in Coimbatore and Dayananda Sagar University, Bangalore. Her areas of specialisation include Team Building, Understanding Gen Y and Gen Z, Emotional Intelligence, and Management of Self. She has won Best Research Paper awards and Best Teacher awards at national level. She has presented a number of papers in National and International Management forums both in India and abroad and has published widely in National and International journals.