

# Skills and Training



## Emotional Intelligence Essentials

### Course Content

This workshop aims to explain what Emotional Intelligence actually is as well as why it is important. The workshop will also cover:

- The five pillars of Emotional Intelligence
- Why we use Emotional Intelligence
- Some myths about emotions and emotional intelligence
- How to be more emotionally intelligent
- Developing a personal action plan

### Learning Outcomes

By the completion of this course the participant will be able to:

- Define Emotional Intelligence
- Understand the principles and application of emotional intelligence
- More positively manage their own behaviour
- Be more considerate of others and their emotions
- Have greater confidence interacting with others

### Who should attend?

This course is suitable for any employee who is required to work as part of a team and for those employees who are regularly dealing with clients and customers.

### Delivery Information

Duration: 2 hours  
Location: State-wide

### Investment

\$175 TCCI member  
\$260 non-member

### More Information

Call 1300 559 122 today to discuss your training needs including on-site or customised delivery or email [training@tcci.com.au](mailto:training@tcci.com.au).