

# Skills and Training



## Leadership for Managers and Supervisors

### Emotional Intelligence and Team Performance

Understanding emotional intelligence can unlock productivity and creativity. This workshop looks at the aspects of emotional intelligence in a team environment and how leaders can develop these attributes in their teams.

### Learning Outcomes

- What is emotional intelligence
- Developing emotional intelligence
- Communication styles
- Developing rapport
- Dealing with problems
- Fostering a positive team culture
- Using emotional intelligence to improve productivity and engagement

### Manage Effective Workplace Relationships

In order to develop and maintain a high performing team it is essential to develop positive and professional relationships. This includes understanding what motivates individuals and how to facilitate appropriate communication with, and between, a diverse team.

### Investment

\$395 TCCI member

\$550 non-member

Call today to discuss your training needs including onsite or customised delivery or email [training@tcci.com.au](mailto:training@tcci.com.au).

### Who should attend?

This one day workshop is ideal for managers and supervisors required to lead and manage teams in the work environment.

### Delivery Information

Duration: 1 Day

Locations: Launceston  
Hobart