

ILM004

Developing Emotional Intelligence and Assertive Behaviours to Create Positive Workplace Relationships

Duration	0.5 day
Target group	This virtual training course is designed to enable employees to have an understanding of emotional Intelligence and how this can be used to develop assertive behaviours.
Prerequisites	There are no prerequisites for this course.
Objective	<ul style="list-style-type: none">• Employees will be better able to control their negative emotions when dealing with challenging situations.• Employees will appreciate individuality and are able to develop and sustain positive workplace relationships.
Contents	<ul style="list-style-type: none">• Understand the components of emotional intelligence and its benefits.• Identify assertive/passive/aggressive behaviours and their effects on self and others.• Evaluate how to balance rights versus responsibilities.• Apply a range of techniques to develop EI, self-awareness and assertiveness skills.• Understand subconscious bias and how to embed inclusive work practices.
Exam	N/A