



CERTITUDE
AUSTRALIA

Developing the Emotional Competencies of a Leader



LEARNING OUTCOME

Upon completion of this course, participants will have:

- Understood emotional intelligence and its role in leadership;
- Enhanced your skills of self-awareness, understanding your strengths and non-strengths as a leader;
- Learned how your emotional competencies as a leader rate relative to a database of thousands of other managers;
- Developed the confidence to excel in leadership roles;
- Become a more strategic and inspirational leader and builder of high-performance teams;
- Understood the science of emotional mastery and influence and apply this to engage and move a team forward;
- Become confident about applying the skills to motivate yourself and others; and
- Developed the skills to strengthen rapport and relationships, and to listen to and influence stakeholders effectively.

AUDIENCE

Managers and aspiring managers, project managers, team leaders and supervisors

COURSE CONTENT

This workshop covers the following topics:

- ✓ The 5 levels of leadership;
- ✓ Your EQ and your effectiveness as a transformational leader;
- ✓ Understanding and developing the emotional capital of your business;
- ✓ Strengthening self-awareness – self-knowing and straightforwardness;
- ✓ Increasing self-management – self-control, self-confidence and self-reliance;
- ✓ Deepening resilience and adaptability – optimism and self-actualisation;
- ✓ Enhancing social awareness and empathy as a pathway to influence;
- ✓ Deepening social awareness and relationship management to build loyalty; and
- ✓ Getting the most from the ECR360 assessment.

COMPLETION

Issue of Certificate of Completion

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COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery