

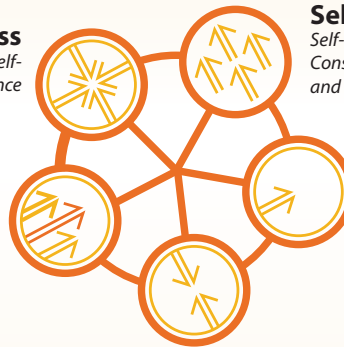
## KEY FEATURES OF THE EMOTIONAL CAPABILITY WORKSHOP

Using the emotional capability model, this workshop is designed to determine the emotional capability profiles of individuals and identify emotional competency gaps that need to be addressed.

## EMOTIONAL CAPABILITY MODEL

**Self-Awareness**  
Emotional Awareness; Accurate Self-Assessment; and Self-Confidence

**Social Skills**  
Leadership; Influence; Communication; Change Catalyst; Collaboration; and Team Capabilities



**Self-Regulation**  
Self-Control; Trustworthiness; Conscientiousness; Adaptability; and Innovative

**Self-Motivation**  
Achievement Drive; Commitment; Initiative; and Optimism

### Social Awareness

Empathy; Service Orientation; Developing Others; Leveraging Diversity; and Organisational Awareness

## WHY IS THIS EMOTIONAL CAPABILITY WORKSHOP DISTINCT FROM OTHER WORKSHOPS ON EMOTIONAL INTELLIGENCE?

This workshop comes with a research Emotional Capability Profile (ECP) which has been tested and proven to be a reliable and valid survey instrument in its original form. The Emotional Capability Profile uses the most up-to-date research findings and is designed as a development tool (not a measurement tool). Based on the perception of self and others, it is a way of giving feedback to individuals about their use of those skills that are widely held to be associated with demonstrating emotional intelligence at work.

## PEOPLE ARE FINDING THAT THIS PROFILE PROVIDES PRACTICAL INSIGHTS INTO THE SKILLS ASSOCIATED WITH MANAGING ONE'S OWN EMOTIONS AND ACTIONS, AND IN DEVELOPING SUSTAINED AND APPROPRIATE RELATIONSHIPS WITH OTHERS.

The ECP has been used to assist leaders to enhance their leadership skills either as part of a leadership development program or a culture change program. It has also been very effective as a basis for coaching leaders on a one-to-one basis. The ECP has also been used very effectively with team members of client organizations, especially when linked to team building. The instrument is universally relevant across a wide range of organizational types such as public sector, public utilities, not-for-profit organizations and the private sector, where it is applicable to a wide range of industries. The ECP is equally suitable for different sizes of organization and can be used at every hierarchical level.

The ECP enables analysis of organizational effectiveness and can provide benchmark and trend data over time indicating the progress of organizational development interventions.

### MORE REASONS.....

By using ECP, participants will receive feedback ratings across 24 skill elements within five key components of Emotional Intelligence – Self Awareness; Self Regulation; Self-Motivation; Social Awareness; and Social Skills. The feedback indicates strengths and areas for development with suggested actions that individuals can take to maintain or strengthen their overall emotional competency.

### WHAT WILL YOU LEARN?

Attend this enlightening workshop and release people potential in your organization for business success by:

- Transforming your leaders into consistent and powerful role models, especially in times of rapid organizational change!
- Building your intra and interpersonal skills!
- Understanding the "missing link" when an otherwise good performer behaves inappropriately.
- Enabling your team to work together more effectively

### WHO SHOULD ATTEND?

The workshop is designed for people who perform leadership roles (senior through to first line positions) and those people who are considered to be key influencers in the organization. In addition, this workshop is useful in building the effectiveness of an intact team and in providing front-line team members with skills in dealing effectively with customers.

### HOW CAN ECP BE EFFECTIVELY USED?

- As part of an Introductory program to help new people understand their entry level of competency linked to the organization's competencies.
- As a core development opportunity for all leaders and potential leaders.
- As a longitudinal development tool by repetition of the Profile after 6-12 months to measure development (and the ROI of interventions).
- As an objective basis for remedial coaching e.g. where an individual is technically proficient but has less than effective self-management and interpersonal skills.
- As a diagnostic tool to support team building and the development of group emotional intelligence (as opposed to a group of emotionally capable people) or as the basis of individual coaching for development or career planning.

### THIS 2-DAY WORKSHOP WILL COVER SOME OF THESE MODULES\*:

- |  |                           |
|--|---------------------------|
| 1. Conflict Resolution                   | 5. Creating Excitement    |
| 2. Giving And Receiving Feedback         | 6. Influencing Strategies |
| 3. Self-control                          | 7. Developing Empathy     |
| 4. Generating Ideas And Lateral Thinking | 8. Networking             |

\* Modules to be covered at the workshop will depend on the participants' significant competency gaps