

Leadership Skills: *Conflict Resolution and Emotional Intelligence*

Length: 1/2 Day

Summary: In this course you will learn skills to resolve conflict and you will learn about Emotional Intelligence.

COURSE CONTENT

COMMUNICATING EFFECTIVELY AS A LEADER

- Understand the dynamics of workplace communications
- Communicates expectations & goals clearly
- Seeks feedback from others
- Gives positive feedback and praise when appropriate
- Adjusts the assertiveness of the communication to the situation

CONFLICT RESOLUTION

- What is Conflict?
- What is Conflict Resolution?
- Understanding the Conflict Resolution Process
- Collaborating
- Competing
- Compromising
- Accommodating
- Avoiding

EMOTIONAL INTELLIGENCE

- Emotional Intelligence in the Workplace

THE FIVE COMPETENCIES OF EMOTIONAL INTELLIGENCE

- Self-Awareness
- Self-Regulation
- Self-Motivation
- Empathy
- Effective Relationships