

## Emotional Intelligence Development Programme



### Course Overview- 1 day

- Creating the right first impression – simulation to allow participants to perfect the first 5 minutes and establish 'best practice' for positioning themselves and creating rapport with new contacts.
- Understanding Emotional Intelligence, EI reports issued and explored
- Leadership and EI, how to improve productivity and performance.
- Leadership simulation exercise.
- The 16 Criteria for Human effectiveness are explored during a series of interactive outdoor tasks and review session.
- Personal Plan of Action

