





<p><b>Emotional Intelligence (EQ)</b></p> 	<p>Emotional intelligence refers to the ability to identify and regulate our own emotions, to recognize the emotions of other people and feel empathy toward them, and to use these abilities to communicate effectively and build healthy, productive relationships with others.</p> <ul style="list-style-type: none"> <li>Self-Awareness</li> <li>Self-Regulation</li> <li>Motivation</li> <li>Empathy</li> <li>Social Skills</li> </ul> <p><b>Method:</b> Self-Assessment, Presentation, Self Improvement Workshop</p>
<p><b>Learning Styles</b></p> 	<p>Do some topics come more easily to some than others? Managers may have probably thought it had to do with the topic itself, but in almost all cases that is not true. The difference is how we are taught or managed throughout our development</p> <ul style="list-style-type: none"> <li>Visual</li> <li>Auditory</li> <li>Kinesthetic</li> </ul> <p><b>Method:</b> Presentation, Online Self-Reflection Quiz, Workshop</p>
<p><b>Managing Conflict</b></p> 	<p>Explores the five common conflicts and their characteristics leading to the development of coping strategies that can be used by managers and their teams to manage conflict</p> <ul style="list-style-type: none"> <li>Competing</li> <li>Avoiding</li> <li>Compromising</li> <li>Collaborating</li> <li>Compromising</li> </ul> <p>Using a business scenario and simulation, each delegate has to deal with the conflict and understand which characteristic are being displayed and how to manage the situation</p> <p><b>Method:</b> Presentation, Scenario Workshop and Facilitated Discussion</p>
<p><b>Situational Leadership</b></p> 	<p>Situational Leadership® is an adaptive leadership style. This strategy encourages leaders to take stock of their team members, weigh the many variables in their workplace and choose the leadership style that best fits their goals and circumstances.</p> <ul style="list-style-type: none"> <li>Directing</li> <li>Coaching</li> <li>Supporting</li> <li>Delegating</li> </ul> <p><b>Method:</b> Presentation, Discussion, Team Workshop</p>
<p><b>Effective Delegation</b></p> 	<p>An effective method when done correctly to help support the development, autonomy and responsibility of others in your team, once they have reached the 'Delegating' quadrant in the Situational Leadership® model. Good delegators are able to build strong and successful teams that are more than capable of meeting the demands of a heavy workload.</p> <ul style="list-style-type: none"> <li>Selection and responsibility</li> <li>Required results and resources</li> <li>Checkpoints and milestones</li> <li>Encouraging new ways</li> </ul> <p><b>Method:</b> Presentation, Scenario Role Play Workshop</p>