



## Using Emotional Intelligence as a Secretary / PA

1 Day | R2, 950 (ex VAT) | (Public price per delegate.  
Significant onsite discounts apply).

### Why you should attend this course?

As a Secretary, you need to use highly developed emotional intelligence skills daily to successfully navigate hectic workloads, conflicting priorities, prickly personalities, demanding colleagues, bosses and clients. All of these situations have the potential to seriously drain your emotional reserves and negatively impact your productivity.

Understanding why your boss, colleagues and customers react the way they do will enable you to handle conflict calmly and professionally, and alleviate people related work-stress, freeing up your emotional reserves to focus on your tasks and become more efficient and productive.

Your decision making skills will enhance, you will handle conflict situations far more confidently, you will alleviate work-stress, allowing you to focus on your tasks and you will become more confident – revealing your true fantastic self to your boss and colleagues!

### Who should attend this course?

Secretaries, PAs and Administrative Assistants

### What can you expect to learn?

- Understanding and altering your own behaviour by examining how you interact and react in everyday situations
- Avoiding relationship damage by following practical guidelines for managing your emotions on “bad” days
- Ensuring your reactions are appropriate and constructive by understanding what drives people to act the way they do
- Dealing calmly with conflict situations, difficult people and stressful times by responding in an emotionally intelligent way
- Getting results through others easily by learning how to work in an emotionally intelligent way within your team
- Developing a more positive approach to work and life by using your newfound, heightened EQ to become more motivated, considerate and influential



## Training Outcomes / Comprehensive Programme

### Defining Emotional Intelligence and Emotional Competence

- Understanding the nature of emotional intelligence
- Describe the relationship between cognitive intelligence and emotional intelligence
- Realise that in order to be successful in business, IQ is not enough
- Define the concept of emotional competence

### Emotional Competence – A Framework for Individuals

Understand the emotional competence framework in terms of:

- Personal competence – knowing oneself
- Social competence – knowing others (colleagues, subordinates)
- Assessing their own perceived levels of emotional competence and compare it against model behaviour
- Achieve emotional self-awareness (recognising the difference between feelings and actions)
- Understanding their own interaction styles to assess their EQ
- Defining personal priorities

### Building Emotionally Intelligent Relationships

- Identify the importance of good interpersonal relationships in business
- Apply the concept of social styles to achieve a deeper understanding of where they and these people have a style match or a style mismatch
- Assess their communication style in order to understand their interaction style
- Review ways of becoming more versatile and “shifting style” with people to achieve harmonious working relationships
- Link social styles to a better understanding of team members reactions to pressures
- Analyse your team: its level of integration, role allocation and synergy
- Check your own and your team’s degree of adult positioning
- Outline an overall strategy for solving problems with teams and managers

### Handling conflict with Emotional Intelligence

- List some of the reasons why conflicts develop
- Dealing with team conflict
- Define conflict and conflict resolution
- Contrast the benefits and negatives of conflict
- Analyse the life cycle and stages of conflict

- Identify factors which escalate conflict
- Describe some common ineffective approaches to conflict resolution
- List some conflict solving options (negotiation, mediation etc.) and give guidelines for when to use them
- Differentiate between good and poor conflict resolvers
- Compare their styles and skills with their portrait of an effective conflict resolver
- Setting objectives for conflict outcomes
- Explore a team conflict problem
- Plan how to implement the solution

### Emotionally Competent Professionals

- Understand that managing emotions (frustration, anger or stress) means emotional maturity
- Explore ways of creating an emotional intelligent organisation
- Explain how to harness emotions productively – including emotional vs rational decision making
- Understand how to implement empathy and reading other people’s emotional maturity
- Demonstrate applications of emotional competence in handling relationships (including conflict resolution, negotiation, networking, assertiveness and problem solving)

