



Behavioural Management and Emotional Intelligence

Managing Relationships Effectively with Others

**6-8 August 2024
Radisson Gautrain Blu Hotel
Sandton**

Behavioural Management and Emotional Intelligence

Managing Relationships Effectively with Others

WHY CHOOSE THIS TRAINING COURSE?

Would you like to be a more fulfilled person and a more impactful leader? In this highly interactive management training course, you will gain insights into the art and science of managing yourself and reading and managing others. You will learn the latest scientific breakthroughs on the science of managing your emotions. Leaders who can touch the hearts of their employees will help their organizations achieve the required goals and become more productive managers.

This training course will feature:

- Insights into emotional intelligence
- Importance of behavioral management
- Handling conflicts
- Key leadership skills for workplace success
- Managing pressure in the workplace

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This management training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes case studies, interactive activities, exercises and instructional videos.

WHO IS THIS TRAINING COURSE FOR?

Any individual keen on learning how to be emotionally smart in order to develop strong relationships and teams.

This training course is suitable to a wide range of professionals but will greatly benefit:

- Individuals in leadership roles
- Individuals being groomed for leadership
- Individuals working together in teams
- Any person actively involved in interacting with others
- Any person interested to learn more about behavioral patterns

WHAT ARE THE GOALS?

By the end of this training course, participants will be able to:

- Identify techniques for dealing with difficult people
- Demonstrate the ability to understand human behaviour relating to work and applies psychological principles to organizations and individuals in their places of work
- Understand the importance of using Emotional Intelligence while dealing with managers/employees
- Communicate company decisions and policies effectively despite personal opinions and thoughts
- Identify effective methods for dealing with difficult behaviors demonstrated by employees



THE COURSE CONTENT



Day One: Learning a Different “Smarts”

- IQ and EQ defined
- Intrapersonal and Interpersonal skills
- Emotional Intelligence in the workplace
- Your personality style
- Understanding and validating emotions in others
- Emotional intelligence for behavioral management

: Behavioral Management for Workplace Success

- Getting organized for peak performance
- The power of behavioral change
- How to change our perspective
- Setting goals for behavioral management
- Stopping procrastination
- Workload analysis for time management

Day Two: Communication for Conflict Resolution

- Understanding conflict
- To talk or not to talk
- Preventing conflict problems
- Core reasons for conflicts
- Assertive anger for handling conflicts
- How to de-stress during conflict

: Self-esteem for Achieving Success

- Stages of human development
- Self-esteem definition
- Building confidence in others
- How to create positive impressions
- Increasing your self-esteem
- Controlling your thoughts

Day Three: Managing Pressure with Emotional Intelligence

- Causes of workplace pressure
- Identifying pressure points
- How to recognize others' emotions
- Coping with stress
- Expressing yourself while under pressure
- Developing a personal action plan

THE CERTIFICATE

Luthando Certificate of Completion for delegates who attend and complete the course.

Behavioural Management and Emotional Intelligence

Managing Relationships Effectively with Others

DATE	VENUE	FEES
6-8 August 2025	Sandton	R 8,999

REGISTER NOW

This fee is inclusive of Documentation, Lunch and Refreshments

Complete & send by fax/mail to address given below.
Please use **BLOCK CAPITALS**.

REGISTRATION DETAILS

FAMILY NAME:

FIRST NAME:

POSITION:

COMPANY:

MAILING ADDRESS:

TELEPHONE:

MOBILE:

FAX:

EMAIL:

AUTHORISATION

AUTHORISED BY:

POSITION:

EMAIL:

TELEPHONE:

FAX:

POSTAL ADDRESS:

MODE OF PAYMENT

☐ PLEASE INVOICE MY COMPANY

☐ PLEASE INVOICE ME

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

CANCELLATION & SUBSTITUTION

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a % 50 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

CERTIFICATION

Luthando Certificate of Completion for delegates who attend and complete the training course

WAYS TO REGISTER

Telephone: 087 808 2509

Cell: 078 102 6068

Email Address: info@luthandoskills.co.za

Visit our website: www.luthandoskills.co.za