

# GULF INSTITUTE



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# Emotional Skills and Competence

## INTRODUCTION

- It is established that we do business with people that we know, like and trust. Whether you are a manager, negotiator, facilitator, or parent, developing your emotional skills and interacting constructively with others is vital to the success of building successful relationships.
- This Emotional Skills and Competencies training seminar will give you the tools, techniques, and approaches to become the master of your emotions and ensure that they are working for you, and not against you.
- You will develop your behaviour analysis abilities and enhance your skills in reading others through verbal and non-verbal cues. You will learn how to use this advanced competency to gain deeper insights into the thoughts and feelings of those you interact with and aid you in building constructive and positive relationships.

This Emotional Skills and Competencies training seminar will highlight:

- A brief history of emotions and why they are vital to our survival
- A simple framework for developing your emotional skills
- Developing your ability to analyse the verbal and non-verbal behaviours of others and their credibility using real participants in live exercises
- Learning how to spot Micro-expressions using Dr. Paul Ekman's pioneering training techniques
- Employing an effective conversation management model, so you are equipped for all types of encounters

## OBJECTIVES

By the end of this Emotional Skills and Competencies training seminar, participants will learn to:

- Recognise & manage your own emotions
- Develop powerful strategies for building productive relationships
- Gain deeper insights into the thoughts and feelings of those you interact with
- Enhance your ability to analyse verbal & nonverbal behavioural cues
- Building constructive and positive relationships

## TRAINING METHODOLOGY

- Participants to this Emotional Skills and Competencies training seminar will receive a thorough training on the subjects covered by the seminar outline with the Tutor utilising a variety of proven adult learning teaching and facilitation techniques. Seminar methodology includes interactive exercises involving case studies.
- Based on Dr. Ekman's research and world-class training methodology, you will also use live practice sessions to build knowledge, skills, and application with high-quality feedback from the Paul Ekman Approved Trainers.
- All delegates will receive a graded Certificate signed by Dr. Paul Ekman on successful completion of the assessment during training seminar.

## ORGANISATIONAL IMPACT

After this Emotional Skills and Competencies training seminar your employees will:

- Understand how emotions work
- Be able to read emotions in others through their verbal and non-verbal behaviours
- Understand the emotions of others more insightfully
- Use their new skills to develop constructive and positive relationships
- Adopt enhanced active listening and observation skills

## PERSONAL IMPACT

After this Emotional Skills and Competencies training seminar you personally will:

- Know your emotional triggers and how to manage them
- Be aware of emotional impulses from the outset
- Respond to emotionally charged situations, and not react impulsively towards them
- Adopt active listening and observation skills

## WHO SHOULD ATTEND?

This Emotional Skills and Competencies training seminar is suitable to a wide range of professionals but will greatly benefit:

- All Professionals
- Supervisors or Managers
- Training Professionals
- Therapists
- HR Professionals
- Any Professional who is required to manage stakeholders

## Course Outline

### Identifying emotions & self-awareness

- Emotions Defined
- Emotional Timeline
- Automatic Appraisal System
- Self-awareness / Management
- Attentiveness

### Identifying & Managing Emotions of Others

- Components of Communication
- The Face
- Emotions & the Face
- Subtle / Partial Expressions
- Managing the Process
- Preparation & Engagement
- Evaluation & Learning

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