

Personal Effectiveness	
Session Code	PE07
Session Title	Confidence & Emotional Resilience
Topics Covered	Emotional intelligence and the psychology for developing confidence and resilience
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Employees at all levels

<p>Content</p> <ul style="list-style-type: none"> ▪ Why outstanding performers are their emotional intelligence/ resilience and not IQ or job skills ▪ Learn the competencies that distinguishes how people manage feelings, interact and communicate ▪ Understand and raise your emotional resilience to be more confident and in control ▪ Develop the ability to sense, understand and apply the power and acumen of emotions as a source of energy, information and influence ▪ Gain insight into how to react and respond to events and daily encounters 	<p>Benefits</p> <ul style="list-style-type: none"> ▪ Understand mood and emotion and its impact on yourself/others ▪ Develop emotional competencies such as intentionality, resilience and self-control ▪ Learn to motivate and influence yourself and others
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