



# Emotional Intelligence

## COURSE DETAILS

### • WHEN

14 May 2012  
9.30 - 5.30

### • WHERE

The Riverside Hotel, Kendal  
The Lake District, UK

### • HOW MUCH

Regular Price       £120  
Mates Rates        £60

*'Mates Rates' are available to anyone who has trained with me previously, in whatever context.*

### • WHAT IS INCLUDED

1 days training, set of self-assessment resources to use with others, CPD certificate, ongoing support

### • WHAT NEXT

Book online at [www.valleytraining.co.uk](http://www.valleytraining.co.uk) or call 07899 856518 with any questions

## UNDERSTANDING EMOTIONALLY DRIVEN RESPONSES & DEVELOPING RESILIENCE

Emotions are the essence of feeling human. They go hand in hand with thoughts to drive behaviour and allow people to achieve great goals.

- Understand an emotion
- Know why emotions occur
- Handle emotions with care
- Choose new responses
- Be more effective at work
- Build better relationships
- Influence more effectively

The ability to trust your emotions, to show empathy, to feel what you are truly feeling and not be ruled by your emotions is the essence of being emotionally intelligent.

This workshop is aimed at managers, coaches and trainers who want to learn more about, improve and develop their own emotional intelligence. It is also suited to those working in environments where there can be challenging interactions with colleagues and customers.

Gain a detailed understanding of the key emotional intelligence skills and know-how to develop high performance in teams and maximise business performance.

**Neal Anderson**  
training and coaching

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