

## EMOTIONAL INTELLIGENCE AT WORK



### COURSE OVERVIEW

Emotions play a very important role in how we think and behave. All of us are in a continuous flow of emotions, thoughts, actions and reactions in everyday work life.

The topic of Emotional Intelligence is linked also to the understanding of Emotional Resilience so we can start to be intelligent about our emotional responses.

All human interactions involve an exchange of emotion. We need to be able to communicate well with customers and colleagues, therefore understanding more about our emotions, thinking and actions brings us greater awareness of how to be effective.

## **COURSE OBJECTIVES**

At the end of this course delegates will be able to:

- *Define interpersonal intelligence*
- *Identify difficult emotional situations*
- *Develop emotional objectivity*
- *React with self-control*
- *Deal with problem not the person*
- *Influence others with confidence*
- *Be emotionally self-aware*

## **WHO SHOULD ATTEND**

All employees who need to understand the emotional problems that they confront in everyday work life

## **COURSE DURATION**

1 Day

## **COURSE LANGUAGE**

English

## **PROGRAM METHODOLOGY**

This program provides practical steps for learning how to handle and master emotions so that the delegates can be emotionally resilient.

## **COURSE OUTLINE**

Emotional Intelligence

Self-Awareness and Self-Management

Interpersonal Intelligence

EQ versus IQ

The Competency Framework

Constructive Criticism

Social Awareness

Results-Focused Management

People and Problems

Relationship Management

Self-Confidence brings Resilience

Amygdala Hijacking

Self-control

Personal Listening profile

## **FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
**M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.**  
**(British National)**

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.