

Workshop & Trainer Profile

Emotional Intelligence – fostering resilience and agility

The key to resilience and agility is the climate created by leaders of an organization. To create the right environment for innovation to flourish, leaders need to develop emotional intelligence (EI). Exceptional leaders appear to be those who have greater levels of self-awareness and who are not only able to manage themselves but also to understand and work effectively with others.

Objectives

- Understand the EI model and its core competencies
- Discover the benefits of EI to the leader, the team and the organization
- Identify strategies and opportunities to apply EI in their leadership role
- Learn how EI fosters resilience and agility of the workforce

Topics / Modules

- I. What is emotional intelligence?
 - a. Defining EI
 - b. Outlining the core EI competencies
 - c. The benefits of becoming a more emotionally intelligent leader
 - d. Assessing your own EI
 - e. A framework to build EI leadership competencies
- II. The socially aware leader
 - a. Understanding and empathising with others
 - b. Building rapport with a broad range of people
 - c. Managing and engaging emotions within your team
 - d. Leadership strategies for developing more emotionally intelligent teams
- III. Fostering resilience and agility
 - a. Understanding the climate leaders create
 - b. Creating a climate that boosts creativity and fosters agility
 - c. Managing reactions to pressure and change
 - d. Setting a vision with clear expectations and boundaries

Duration: 4 hours

Venue: In-house or off-site

Your Trainer

Jennifer Webb de Comarmond

Jennifer has more than 12 years' experience in the HR field and is known for her public appearances and speeches about "Future of Work" and "Millennials in the Workplace". Her training expertise range from topics such as Leadership, PMS, TNA and HR consulting amongst others.

Jennifer was recently a TEDxALC speaker where her knowledge about integrating millennials in the workplace has proven to be a unique asset on the local market. She is also an active member of Business Mauritius on the social capital commission.

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