

Developing your emotional intelligence - ENG

2 jours - 14,00 heures
Programme de formation

Objectifs pédagogiques

Pedagogical objectives

- Identifying the key skills of emotional intelligence
- Recognising, verbalising and controlling your own emotions.
- Encouraging people to express their emotions and managing relationships constructively through listening and empathy.

Compétences visées

- Defusing opposition
- Recognising and verbalising your emotions
- Controlling your impulses and emotions
- Encouraging the expression of other people's feelings
- Calming relations with others by practising empathic listening

Description / Contenu

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In advance: Emotional intelligence

Stage 1: Understanding and recognising your emotions

- What is going on in your brain?
- What is an emotion? What are they for?

Application exercises: Connecting with your emotions and recognising them

Stage 2: Expressing and controlling your emotions

- Accepting and reducing your emotions
- Verbalising your emotions
- Deciphering the message sent by your emotions
- Suppressing your impulses, controlling your emotions

Practical case studies

Stage 3: Understanding other people's needs

- Practising active listening Demonstrating cognitive empathy
- Encouraging others to express their emotions

Practical exercises to encourage listening: Tell in the mirror, In someone else's shoes, etc.

Stage 4: Interacting constructively with others

- Understanding emotional defence systems
- Calming emotionally delicate situations
- Regulating emotion in a group

Role-playing

Exercises summing up what has been learned during the course

Modalités pédagogiques

Educational format

On site : 2 days

Remote : 4 x 3,5 hours workshops via Teams, GoogleMeet, Zoom...





Individual coachings if needed

Moyens et supports pédagogiques

Educational resources and supports

- Slide show PPT
- Pedagogical Support
- Digital Tools (Mentimeter, Jamboard ...)

Modalités d'évaluation et de suivi

Evaluation and monitoring methods

- Self-positioning by participants on a digital platform shared with the trainer (at the beginning and end of the course)
- Assessment by the trainer at the end of the course
- On-the-spot assessment immediately after the course
- REX - One-hour practice-sharing workshops one or two months after the initial training course
- Post-training assessment one or two months after the course
- Performance questionnaire sent to the customer three months after the course

Nous sommes à votre écoute au 01 47 66 25 20

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