

# Emotional Intelligence

## 2<sup>nd</sup> & 3<sup>rd</sup> November 2016, Beyond Limits



### Most people came to the 'Emotional Intelligence' course because they

- wanted to improve work practice and self-awareness
- wanted to build their confidence and learn how to receive advice well
- wanted to understand what EI is and how it can better them and the organisation

### We asked our attendees how they would rate our course presenters on their delivery style

86 % said Excellent

14 % said Very Good or Good

### We asked our attendees how they would rate our course presenters on the course material they used

77% said Excellent

23% said Very Good

**100% of respondents said they were 'Very Likely' or 'Likely' to recommend this course to others**

### A selection of open comments from attendees on what they learnt and will take away with them:

It made me realise how important EI is not just for me but the people around me

Techniques to use in difficult situations

Insightful and interesting. Thought provoking.

Difference between empathy and sympathy

Stop listen and give myself 5 mins. Not to let chimp take control

Learning different parts of my brain

How to think before I speak

How to deal with different situations and maybe not to worry about consequences of my actions

To stop and listen, to slow down = to be at home with myself before I make connections

To not react to a person or situation in a negative way

A keener awareness of the way in which everybody has a monkey

To have more integrity

To understand how to control my emotions

It has made me feel that I am not useless.

How complex the brain really is.

Instead of immediately reacting to someone in my face with practice I can stop

How to manage difficult people and situations

To understand that you react from different parts of the brain

How to react/control and understand situations. It has also given me the confidence in my ability to cope, understand and learn from every process.

Understanding there are things I can do/will always be continuing to do in order to better understand my 'EI'

I feel better

Understand other people's thinking strategies

Not to take critical comments personally to feel valued.

It showed me ways to take back control

To stop second guessing myself and live with my decisions more confidently

Being calm, being in control of my own emotions, being more assertive.