

EMOTIONAL INTELLIGENCE (EQ) FOR MANAGERS IN TOURISM AND HOSPITALITY



OVERVIEW

Emotional Intelligence (EQ) underlies our self-awareness, empathy, leadership, and resilience. From our training on this course, we have found that the EQ of leaders directly correlates to employees' tenure and productivity, with most employees caring more about their relationship with their line managers more than their salary. EQ is a key ingredient in successful leadership and can be developed through practice.

This course shows you how to harness your own emotions and those of others to enhance decision-making, improve behaviour, and facilitate high performance.



WHO SHOULD ATTEND THIS COURSE?

Managers and Supervisors who want to be a more impactful and influential leaders, with advanced skills in applying EQ, this is the ideal course for you and your career.

Learn about the science of emotions, and how emotions influence decisions, behaviour and performance for workplace success.



- ✓ **Course Duration:**
2 Days
- ✓ **Course Cost:**
N\$ 5,500.00 pp
- ✓ **Course Level:**
Managers Development Framework Alignment
- ✓ **Venue:**
Safari Court Hotel, Windhoek, Namibia
- ✓ **Date:**
15 - 16 November 2022



MODULES COVERED

- Emotional Intelligence in the Workplace
- The Power of Your Mind
- Leadership Strategies
- Becoming an Emotional Intelligent Leader
- Persuasive Communication
- Your Personality assessment
- Your Leadership assessment
- Your Capacity to effectively handle difficult people
- Your capacity to facilitate emotions that drive high performance in others

NEVER MISS A WORKSHOP WITH THE VIBRANT JOHN KANGOWA

A Seasoned SHRM Practitioner who started his career in 2004 at Eskom South Africa as an HR Practitioner, and was responsible for the HR Value Chain. In 2005 he joined the High Court of the Western Cape as an Analyst for Forensic Investigation for White Collar Crimes and an associate of Skorpion. In 2007 he became HR Manager at age 25, and in 2008 joined NUST (Namibia University of Science and Technology) as an HR Lecturer focusing on Industrial Relations, Performance Management and Psychology. In 2009, concurrently he started assisting organizations within Namibia as an external consultant on, Strategic Plan Development, Disciplinary Inquiry, HR Policy Review & Formulation, Board- Leadership and Governance Training, Project Management Training, Performance Management and Negotiations on pre-litigation settlements of high profiled cases, which often involved difficult and complex matters.

QUALIFICATION

- Master's Degree of Science: Leadership and Management (Namibia University of Science and Technology)
- Baccalaureate Degree (B-Tech): Human Resources Management (Cape Peninsula University of Technology - Cape Town)

LEARNING OUTCOMES

- Understand the social neuroscience of emotions and emotional intelligence
- Improve your management of emotions
- Enhance your relationships within and outside of the workplace
- Feel less stressed and be better equipped to manage high work demand
- Create a positive work environment for others
- Facilitate high performance

Middle Manager Development Framework Alignment

Emotional intelligence, social awareness and self-discipline.



FOR REGISTRATION OR IN-HOUSE
TRAINING CONTACT:

KAZIE@ +264 81 816 1910



11 Joey Street
klein windhoek (LUD)

P.O Box 41283
Ausspannplatz
Windhoek
Namibia



info@illumininvestments.com