



# Team Leadership Using Emotional Intelligence

Quality Training Course brought to you by CBM Training, a SETA accredited training company, in association with the **RMI**

## Cost:

R 895 excl VAT

## Duration:

1 Day

## Dates:

14 April 2016 – JHB

17 May 2016 – CT

24 May 2016 – PTA

Emotionally intelligent managers are able to deal with difficult employees, a demanding boss, rapid changes in the workplace and unexpected problems while keeping a level head and a self-confident attitude.

### Key learning areas covered during this workshop include:

- Understanding Emotional Intelligence (EQ) and its relationship to managing and motivating people
- Discovering the 6 EQ cornerstones and assessing your current level of emotional competence
- Assessing the positive impact of EQ on conflict management, communication, team performance and generation / culture gap management
- See how teams managed with a high level of EQ are outperforming others at delivering great customer service
- Practical ways to use EQ to motivate and drive a team or an organisation's performance

**Part of the NEW**

Pit-stop Series of  
affordable 1 day  
workshops



## Booking details

- If you would like to book or would like more information, please **Contact Candice at CBM Training on 011 454 5505** or [candice@cbm-training.co.za](mailto:candice@cbm-training.co.za).
- Download the **CBM** registration form to book, click [here](#)
- For more information on the course, click [here](#)
- If you have 15 or more delegates we can offer you an onsite training session where we can come to you.
- Please contact Jenine at CBM Training on 011 454 5505 or [jenine@cbm-training.co.za](mailto:jenine@cbm-training.co.za) for more information.