Emotional Intelligence Training Course (CarEIn)

Course Contents

1. Description of the course

Objectives of The Training Course

2. Introduction to the Training Modules

Introduction to Emotional Intelligence Introduction to Emotional Intelligence II

Perceiving your Emotions

Benefits of being Emotionally Intelligent

How to become Emotionally Intelligent and how to use its advantages on daily life activities

Bibliography

Introduction

How to get the Most from This Training

The world of Information and Communication Technology

Learning Style

The use of Internet-based Training

The Challenges of Learning

3. Managing stress

Introduction
Defining Stress
How stressed are you
Managing Stressful Situations
Managing Stress Techniques
Summary

4. Dealing with Difficult Patients

Introduction
Definition
How do you feel affected by the reactions of others?
Management Techniques
Summary

5. Recognising difference: All different, all equal

Introduction
Definitions
Examples
Manifestations
Self-reflection
Overcoming difficulties
Summary

6. Working with your colleagues

Introduction

Building good relationships Communicating with colleagues Supporting colleagues Areas of conflict Summary

7. Working with your boss

Introduction
Definition
Communication with your boss
Assertive Acceptance of Criticism
Handling a conflict
How to deal with stress when dealing with your boss
Summary

8. How to manage my emotions

Introduction
Definition
How many emotions exist?
How to manage your emotions
Summary