



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Emotional Intelligence & Personal Mastery

Overview

Emotional Intelligence (EI) is the ability to understand and manage one's own emotions, as well as the emotions of others. It plays a vital role in building strong relationships, fostering collaboration, and positively influencing motivation and behaviour. This course equips delegates with practical skills to master emotional intelligence, achieve personal growth, and apply EI strategies in the workplace for improved performance, leadership, and interpersonal effectiveness.

Objectives

On completion of this course, delegates will be able to:

- Define and practise self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use, and manage emotions effectively in personal and professional contexts.
- Develop verbal and non-verbal communication skills for stronger interpersonal relationships.
- Identify the benefits of emotional intelligence for decision-making, teamwork, and leadership.
- Balance optimism and pessimism to maintain realistic positivity.
- Positively influence others and create strong workplace connections.
- Apply emotional intelligence to leadership, stress management, and conflict resolution.
- Develop resilience strategies to stay composed under pressure.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by a qualified subject matter trainer using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Video and Slide Presentations
- Games & Group Activities
- Written Questions and Reflection Activities

Who should attend?

This course is suitable for all employees across all levels, including:

- Team Members & Office Personnel
- Supervisors & Line Managers
- Human Resources & Training Professionals
- Customer Service Representatives
- Senior Managers & Leaders

Course Outline

This course consists of the following 5 modules

Module 1	Understanding Emotional Intelligence • What is EI and why does it matter? • Emotions and the brain: how feelings affect behaviour • Goleman's EI Competencies (self-awareness, self-management, social awareness, social skills) • The importance of self-awareness and reflection • Emotional triggers: recognising early warning signs before they escalate
Module 2	Core Emotional Intelligence Skills • Self-regulation: reframing, adaptability, trustworthiness • Self-motivation: building persistence and resilience • Empathy: awareness, acknowledgement, and sensitivity • Communication and social skills: influence, teamwork, and collaboration • Applying EI to virtual and hybrid workplace interactions
Module 3	Communication and Emotional Expression • Verbal communication: focused listening and effective questioning • Non-verbal communication: body language and the signals you send • Expressing emotions clearly and respectfully • Balancing optimism and pessimism in communication • The role of emotional intelligence in cultural and generational diversity

Module 4	Managing Emotions and Stress • Tools to regulate emotions: reframing, coping thoughts, relaxation techniques • Constructive disagreement: handling conflict with EI • Stress management strategies for maintaining balance • Building resilience in high-pressure environments • Mindfulness practices for self-control and calm decision-making
Module 5	Emotional Intelligence in Action • EI in leadership: inspiring and motivating others • Creating a powerful first impression • Building trust and credibility through EI • Turning self-awareness into personal mastery • Case studies: applying EI to real workplace challenges (performance reviews, conflict situations, change management)

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire