



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Emotional Agility and Self-Mastery



A Partnership for Quality

Leadership Development



263-P26-CE



In-Class



8 hours

Course Description:

This course is designed to help participants improve their emotional intelligence skills, enabling them to use emotional information from themselves and others and integrate this with their thinking for better decision making, helping them to get more easily what they want from the immediate situation and life in general.

Target Audience:

For anyone who wishes to improve their emotional intelligence skills.

Course Objectives:

By the end of this course, participants will be able to:

- Explain the meaning of Emotional Intelligence
- Discuss the importance of self-awareness.
- Explain Self-Management techniques.
- Discuss the channels that are responsible for self-motivation.
- Explain the meaning of empathy.
- Explain how to manage relationships with others as an emotionally intelligent.

Course Outline

Module One: An Emotional Intelligence Primer

- What is emotional intelligence?
- Daniel Goleman's Emotional Intelligence Framework

Module Two: Self-Awareness

- Knowing yourself
- Feelings, Moods, and Emotions
- The Language of Emotions

Module Three Self-Management

- Creating positive brain connections
- Lessons from the Wizard of Oz
- Self-Management techniques

Module Four: Self-Motivation

- What motivates us?
- Setting goals and having a plan as a motivator
- Getting in "The Flow"

Module Five: Empathy

- What is Empathy?
- Empathy Vs Sympathy
- Active empathetic listening

Module Six: Relationship Management

- Explain Getting the change you want.
- The building blocks for managing relationships.
- Ten Habits of Emotionally Intelligent People

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None