

**ENROL NOW**



INSTITUTE OF STRATEGIC MANAGEMENT

# SOA EMOTIONAL INTELLIGENCE

Face-to Face, Online or Blended Learning options

## OVERVIEW

Using the latest neuroscience techniques improve your communication skills, learn how to handle conflict and become a more effective leader. Design and innovate solutions in leading others within various environments in delivering outcomes

## WHO IS THIS FOR?

- Business owners
- Leaders, Managers
- Project supervisors
- Branch managers
- Operation Managers

Contact Tanya Vitellaro for  
our Delivery Options &  
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## WHAT WILL I LEARN?

- Emotional intelligence principles and strategies in the context of building workplace relationships.
- Relationship between emotionally effective people and the attainment of business objectives
- Strategies for communicating with a diverse workforce that has varying cultural expressions of emotion
- Key industry, media and government organisations, events and communication channels that are relevant to the organisation
- Cross-cultural communication
- Various techniques for negotiation, mediation, conflict resolution and incident de-escalation
- Structured and inclusive meeting procedures
- Features of relevant organisational objectives
- Key features of relevant organisational policies and procedures, including in relation to the confidentiality of information.