



Title

Factor of Success:
Emotional Intelligence

Duration

2-3 Days

Objectives

Learning the scientific principles of the emotional intelligence concept you will learn by exemplary cases to use these resources for yourself and others.

Content

- Principles of EI
- Who am I, how am I?
- Work out an understanding for emotional conflicts
- Strengthening of self-esteem and counterpart's one
- Discover and deal with daily trouble
- Introduction into successful communication
- Content-related and emotional level
- Rather convince than persuade
- Employee orientated negotiation

Target Group

Executives, employees and self-employed persons that depend internally or in dealing with customers and/or suppliers on good and empathetic relations.

Comments

No basic knowledge required.