

Apply the principles and concepts of emotional intelligence to the management of self and others

252031

Purpose of this Unit Standard

This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

Learners credited with this unit standard are able to:

- Demonstrating knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations.
- Analysing the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations.
- Analysing the impact of emotional intelligence on life and work interactions.
- Evaluating own level of emotional intelligence in order to determine development areas.

Learning Assumed To Be In Place And Recognition Of Prior Learning

- Communication at NQF Level 4.
- Mathematical Literacy at NQF Level 4.
- Computer Literacy at NQF Level 4.

Outcomes

SO1: Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations.

SO2: Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations.

SO3: Analyse the impact of emotional intelligence on life and work interactions.

SO4: Evaluate own level of emotional intelligence in order to determine development areas.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
252031	5	4	Apply the principles and concepts of emotional intelligence to the management of self and others

Duration: 2-days



Content

Module 1	- The principles of emotional intelligence are explained with reference to examples from life and work situations. - How Does Emotional Intelligence Affect Your Professional Life? - How Can a Lack of Emotional Intelligence Disrupt Your Career? - Why is Emotional Intelligence Important in everyday life? - The concepts of emotional intelligence are described with reference to examples. - What Is Emotional Intelligence Theory? - What are some examples of emotional intelligence?
Module 2	- The importance of personal and interpersonal competencies is explained in relation to interactions in life and work situations. - What are Personal Skills? - What are Interpersonal Skills? - The Importance of Interpersonal Skills in the Workplace - The Importance of Personal Skills at workplace - Characteristics of Personal and Interpersonal Skill - Techniques for giving and receiving feedback are analysed to identify practices reflecting emotional intelligence. - Questions to ask before giving feedback - The importance of conveying real and valid observations - The Emotionally Intelligent Way to Receive Feedback - How To Stop Critical Feedback From Sapping Your Confidence
Module 3	- The positive and negative impact of emotional intelligence is motivated through examples on intrapersonal and interpersonal level. - The consequences of applying emotional intelligence are explained with reference to examples from life and work situations.
Module 4	- Own responses to life and work situations are analysed in terms of the principles and concepts of emotional intelligence. - Strengths and weaknesses are analysed with reference to the concepts and principles of emotional intelligence in order to identify development areas. - Techniques for improving own emotional intelligence are described in relation to development areas identified. - Six keys to increasing your emotional intelligence

