

“Emotional Intelligence – Hand in Hand” Training program (English Material)

Course Length: 12 Hours @ 3 days

Language: English/Arabic

Handouts & materials: English

Rationale of the course (Why is this course important?)

Hand in Hand Program is the unique program of its kind, ideal for people seeking to identify their **personal goals**; discover triggers to **undesired** Emotional responses; learn and apply new **Emotional Intelligence skills** to achieve their goals.

Who Should attend?

This course is designed for Professionals and private individuals who want to increase their personal effectiveness through improved interpersonal skills and reliable tools for peak performance.

- Supervisors
- Customer Service Representatives
- Sales Executives
- Administrative Staff
- Educators

Course Objectives

This interactive course allows participants to strengthen areas & improve the areas that need development in dealing with others. It also prepares participants to communicate far more effectively and precisely through identifying different types of people and different means of communication.

Course outline

1. Day One "Know yourself !!"
2. Day Two "Develop yourself !!"
3. Day Three "Communicate with yourself and with others!!"