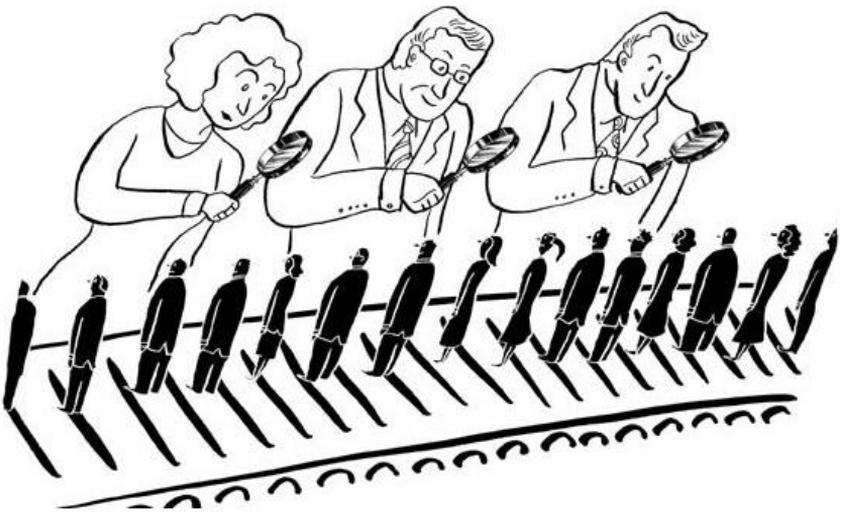


# Emotional Intelligence

A critical element of organisational success



One-week professional development workshop  
20 to 24 July 2020



BRITISH ACCREDITATION COUNCIL  
ACCREDITED SHORT COURSE PROVIDER

PAI is accredited by the  
British Accreditation Council  
for Independent Further and Higher Education

### About the workshop

This workshop focuses on the importance of people – and how they are integral to the success of organisations in the public, private and non-government sectors. At the heart of all good organisations is its people – understanding yourself and others is not just desirable but essential as we enter the new decade. Using and developing Emotional Quotient (EQ) and Intelligence Quotient (IQ) together remains key to successful leadership, management and people in a continually volatile, uncertain, complex and ambiguous (VUCA) world.

You will be able to identify clearly what EQ is, why it is important and how it can be developed. You will develop EQ skills so as to understand how your own emotions (intrapersonal) impact on relationships (interpersonal). You will explore how to manage conflict, deal with stressful situations and make good decisions when engaging with other people. The workshop will equip you with a range of invaluable skills to deal with understanding behaviour, managing mood, stress and conflict to optimise performance of individuals and teams.

### Who is it for?

Our workshop is for anyone who wants to understand themselves and others better. It has particular benefit for leaders, managers, human resources (HR) professionals and anyone who has a job role where interaction with others is critical to success. The workshop is equally relevant to public and private sectors, NGOs and international organisations.

### How participants will benefit

The workshop is designed to enable you to:

- Gain an insight into EQ, what it is and how you can use it to benefit yourself, your colleagues and your organisation
- Develop self-awareness and self-management of personal emotions
- Explore ways to advance personal EQ, including tools to manage conflict effectively
- Understand the consequences of behaviour and weigh decisions before action
- Recognise emotions in others and respond to them to inspire high performance and achieve better results.

### What the workshop will cover

The workshop will include briefings, discussion sessions, case studies, practical exercises and appropriate visits. A key element for sharing knowledge and best practice will be sessions where you will be invited to give informal presentations from your own experience. You will also be invited to develop action plans for use on your return home.

#### Programme outline

	AM	PM
<b>Day 1</b>	Welcome and introductions Introduction to the concept of EQ The wheel of EQ: exploring the five Realms and fifteen sub-scales	'Realm 1' Self-perception: concerned with the 'inner self'  We will explore: <ul style="list-style-type: none"> <li>• Self-regard: mood mapping</li> <li>• Self-actualisation</li> <li>• Emotional self-awareness</li> </ul>
<b>Day 2</b>	'Realm 2' Self-expression: deals with the way you face the world <ul style="list-style-type: none"> <li>• Independence</li> <li>• Assertiveness</li> <li>• Emotional expression</li> </ul>	'Realm 2' Self-expression continued <ul style="list-style-type: none"> <li>• Emotional expression</li> <li>• Behavioural styles</li> <li>• Style adaption</li> </ul>
<b>Day 3</b>	'Realm 3' Interpersonal: people skills, and the ability to interact and get along <ul style="list-style-type: none"> <li>• Interpersonal relationships</li> <li>• Empathy: conflict styles</li> <li>• Social responsibility</li> </ul>	'Realm 4' Decision-making: how to use emotion to make optimal choices <ul style="list-style-type: none"> <li>• Problem-solving: Situation, Options, Consequence, Solution (SOCS)</li> <li>• Reality testing</li> <li>• Impulse control</li> </ul>
<b>Day 4</b>	'Realm 5' Stress management: able to withstand stress without negativity <ul style="list-style-type: none"> <li>• Flexibility</li> <li>• Stress tolerance</li> <li>• Optimism: Permanent, Pervasive, Person – the 3Ps</li> </ul>	'Realm 5' Stress management: able to withstand stress without negativity <ul style="list-style-type: none"> <li>• Stress: identifying triggers, signs and maladaptive coping</li> <li>• Tools of adaptive strategies</li> </ul>
<b>Day 5</b>	<ul style="list-style-type: none"> <li>• How EQ can be developed</li> <li>• Preparing action plans</li> <li>• Presentation of action plans</li> </ul>	Review and evaluation  Presentation of certificates of attendance

We reserve the right to change the programme as necessary.

### Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

### Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight details in good time. The cost of airport transfers is included in the fee.

### Fees

The fee for the workshop will be £2,315. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme<sup>1</sup>, presentation material and other documentation. It also includes a sim-enabled Android tablet for you to use during the workshop and take home with you for future reference and follow up. We also provide a light lunch and refreshments during each working day as part of the fee.

### Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from a light lunch on working days) and other incidental expenses.

### Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

### Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card but there is a surcharge for this way of paying. Please contact us if you would like to pay by credit or debit card.

### Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

### Cancellation

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/Embassy confirming refusal of a visa and providing you have not entered the UK.

### Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty, but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop, but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

*Please see our website for our full terms and conditions. If you prefer a hard copy of our full terms and conditions, please let us know.*

<http://www.public-admin.co.uk/terms-and-conditions-for-booking/>

### Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

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<sup>1</sup>Travel to and from the airport in London and travel on scheduled visits during the workshop are provided at cost.

## Workshop Director

The Workshop Director will be Mel Owers. Mel had a highly successful career in the UK Civil Service up until 2011 and held roles such as HR and Organisational Development Manager. Since then he has operated as an independent consultant, management trainer, assessor and business coach. He is a qualified HR professional of over twenty years with a wide range of both strategic and operational business experience. He is a very experienced trainer who has extensive expertise in leadership, management and interpersonal skills training. Mel has used this experience to support a wide range of leaders from Europe, Africa, Asia and the Middle-East.

## Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

## How to apply

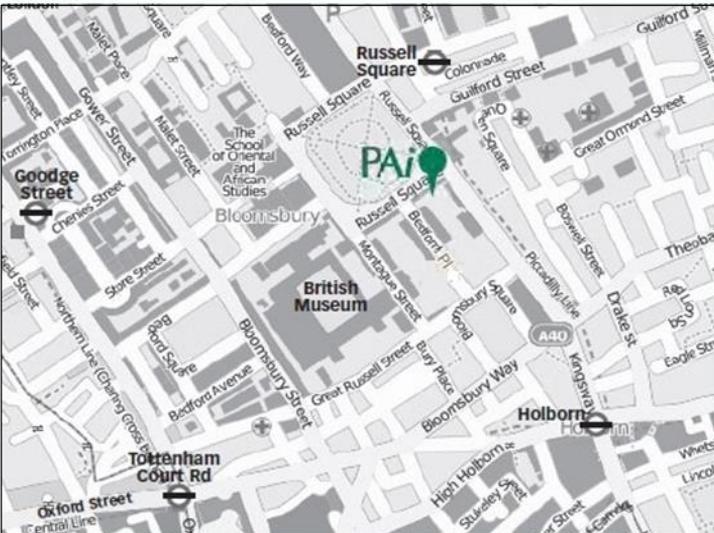
Please complete the PAI application form online via our website: <https://public-admin.co.uk/booking-form/>.

You can also complete our hard copy application form. Please contact us at [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk) to obtain a copy. Once completed return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director.

We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

Where we are



## Public Administration International

56 Russell Square London WC1B 4HP UK

T: + 44 (0) 20 7580 3590 F: + 44 (0) 20 7580 4746 E: [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk)