

EXECUTIVE SUMMARY

Emotional Intelligence

NQF Level 5

Faculty of Business: Management Sciences

Learning Programme Title	Emotional Intelligence
Learning Programme ID	252031
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	2 Days
NQF Level	5
Minimum Credits	4
Learning Assumed to be in Place	<ul style="list-style-type: none"> ▪ Communication at NQF Level 4. ▪ Mathematical Literacy at NQF Level 4. ▪ Computer Literacy at NQF Level 4.
Originating Qualification	National Certificate: Generic Management (NLRD 59201)

Knowledge Leadership Management

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Course Synopsis and Target Group

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

Specific Outcomes	Content Outline
<ul style="list-style-type: none"> ▪ Demonstrate knowledge and understanding of the principles and concepts of emotional intelligence in respect of life and work relations. ▪ Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships in life and work situations. ▪ Analyse the impact of emotional intelligence on life and work interactions ▪ Evaluate own level of emotional intelligence in order to determine development areas. 	<ul style="list-style-type: none"> ▪ The Principles of Emotional Intelligence ▪ The Concepts of Emotional Intelligence ▪ The Importance of Personal and Interpersonal Competencies ▪ Techniques for Giving and Receiving Feedback ▪ The Positive and Negative Impact of Emotional Intelligence ▪ Improving Own Emotional Intelligence

Qualification Overview

ID	Unit Standard Title	Level	Credits
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	5	4
Total			5