

EMPOWERED

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	 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

H. Santos Building, 2nd Floor, West Wing 30 Arena Close, Bruma, JHB, 2198 P.O. Box 752423, Gardenview, 2047 T +27 11 856 4700 | 010 020 3920 F +27 11 622 5140 E life@klmempowered.com

www.klmempowered.com

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775 Provisionally Registered with the Department of Higher Education and Training (DHET) as a Private Further Education and Training College, Registration No. 2009/FE07/021; Registered with the Department of Basic Education (DBE), Registration No. 400376; SETA Accreditations: Fully Accredited Training Provider with; Service SETA, Decision No: 1154; SABPP Registration Number 61107L020KL, TETA Accreditation No.TETA11-128 and Extension of Scope with W & R SETA.

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
 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. 	 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