



**TSM Consulting - creating and delivering value**

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**We are proud to present:**  
**Emotional Intelligence**

Date	Venue	Price excl. Vat	Presenter	Duration & Time
25-27 May 2010	13 Synagogue Street, Paarl	R4500 per person	Anne Jordaan	Three days 08h30-16h00

Our price is offered per delegate attending the workshop. This includes tea/coffee, lunch, refreshments and a detailed participant's manual. This fee does not include any other expenses, e.g., travelling or accommodation.

### Learner outcomes

By the end of this workshop you should be able to:

- Explain the concept Emotional Intelligence (EQ), as well as its different elements
- Understand the relationship between IQ and EQ
- Understand the importance of self-awareness and self-knowledge
- Apply self-control when dealing with emotions
- Apply different skills in order to enhance interpersonal relationships including assessing your strengths and weaknesses
- Understand the role and stages of conflict in interpersonal relationships
- Manage interpersonal conflict more effectively

### Who should attend?

This program is suitable for Managers and Supervisors, as well as anyone else who would like to understand themselves, and others, better in the workplace. To register, please go to the following link:

<http://www.tsm.co.za/registration.asp>

## Enquiries

For more information, please contact:

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