



Resilient Emotional Capability

What is Emotional Capability?

There is general agreement amongst those who have studied emotional intelligence that this is a significant contributor to a person's effectiveness. It provides the traction necessary for superior performance by enabling an individual's IQ, technical skills knowledge and expertise to be maximised. Emotional Capability emphasizes that emotional intelligence is made up of a number of skill clusters that can be reinforced and developed.

The ECP has been used to assist leaders to enhance their leadership skills either as part of a leadership development program or a culture change program.

1. Emotional Capability Profile

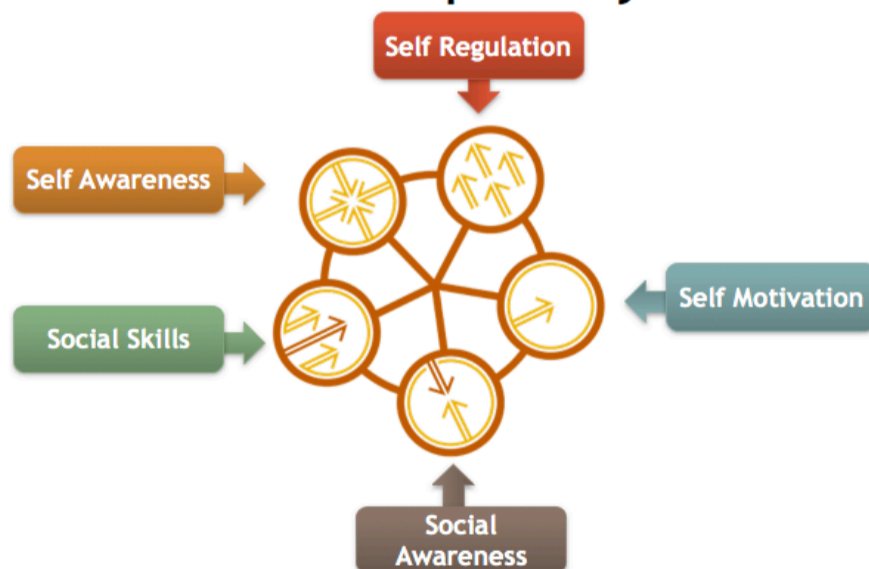


WHAT IS EMOTIONAL CAPABILITY



Emotional Capability Profile

Emotional Capability Model



UNDERSTANDING THE EMOTIONAL CAPABILITY Profile



BUILDING EMOTIONAL CAPABILITY SKILLS



Understanding emotional awareness in the workplace



Overview of Development Modules



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5

Program Content



Resilience



Managing Pressure Through Physical Resilience



Mental Resilience



Tools & Techniques of Resilience

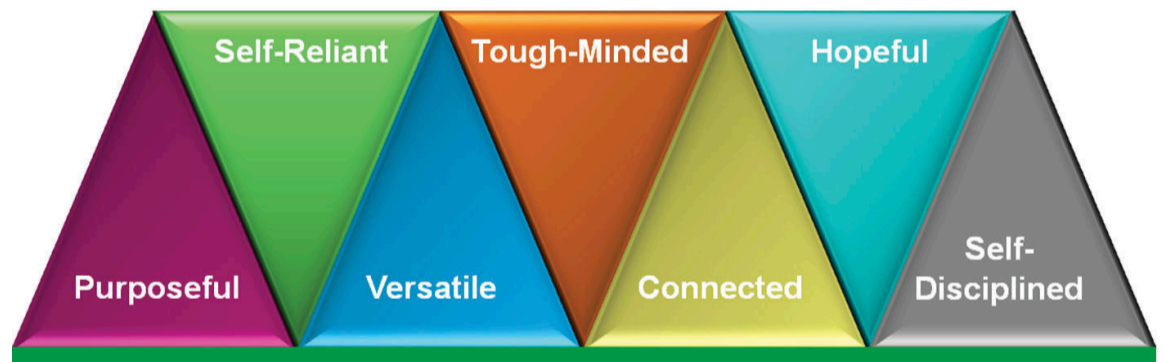
Program Contents

- Resilience & Emotional Capability surveys
- 3 Days Workshops
- 3 Coaching Sessions / Person

2. Resilience- Overcoming Stress & Fatigue

Everyone's life has circumstances that cause him/her to be 'up' or 'down'. Often these circumstances are out of our control, or are not anticipated and take us by surprise, leading us to experience stress. So when adverse circumstances occur we are often ill-equipped to deal with them or we are unprepared to take advantage of opportunities that may arise. Therefore, having a degree of resilience that we can call upon to see us through the peaks and troughs will enable us to sustain work performance and enhance our overall well-being.

The 7 skills sets of Resilience – Purposeful, Self-Reliant, Versatile, Tough-Minded, Connected, Hopeful and Self-Disciplined are interrelated so that strengths in each skill set can enhance the performance in other skill sets. Therefore building higher levels of resilience can be achieved



Who Should Attend

1. The workshop is designed for people who perform leadership roles (senior through to first-line positions) and those who are considered key influencers or role models in the organization.
2. This workshop is designed for people working in pressured, ambiguous, or changing environments. It is also useful in providing front-line team members with skills in remaining positive to be effective in difficult customer situations.



Duration: 3 days- 15 hours



Contact

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