



Emotional Intelligence

A skill to unlock student happiness

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Hello!

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Professional Behaviours and Customer Management module

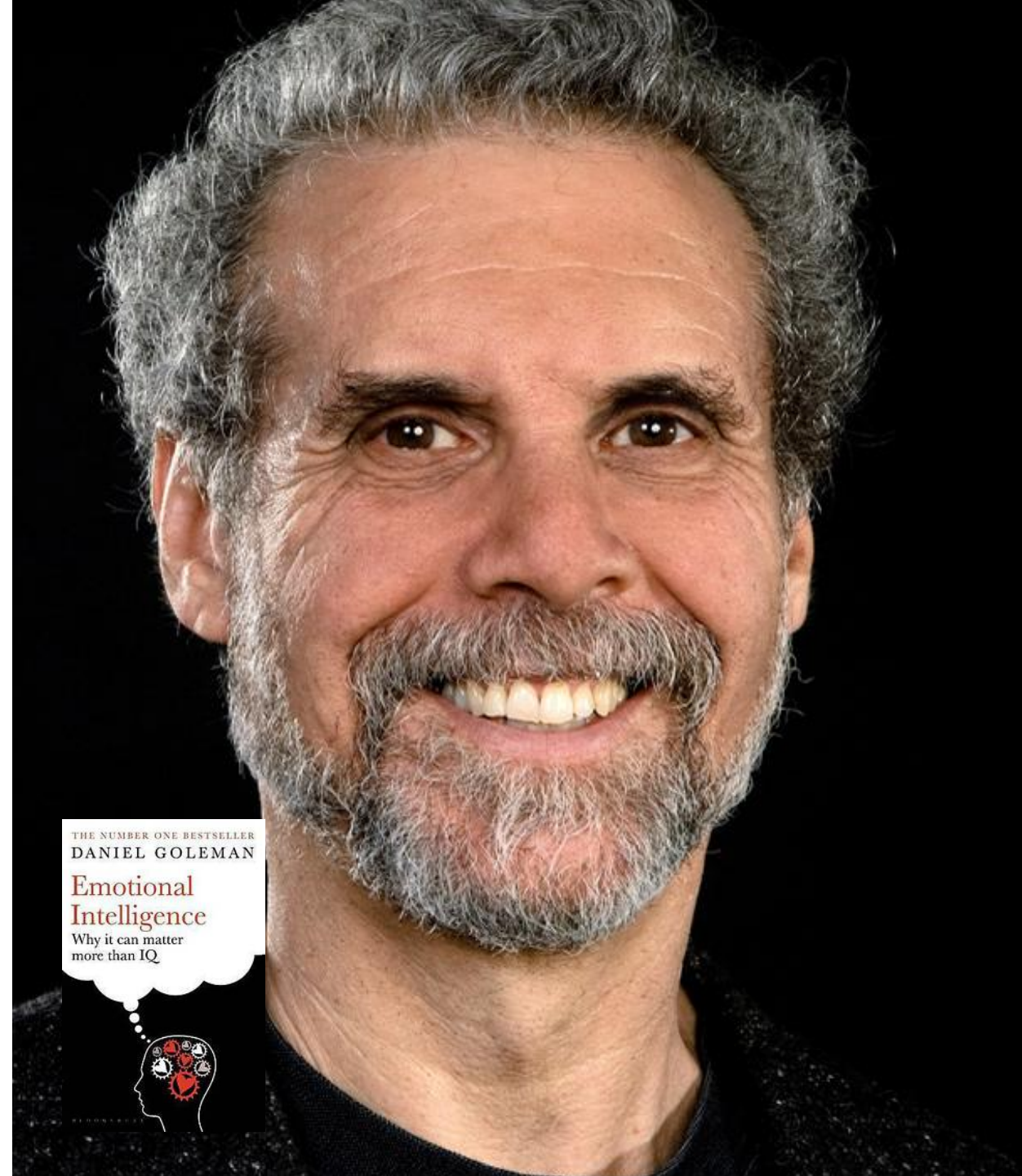
Reflective assessment

‘Buddy network’

Four exercises practiced in the seminars



“Emotional Intelligence is your ability to recognise and understand emotions in **yourself and **others**. It’s your ability to manage your behaviour and relationships”**



SELF-AWARENESS	SELF-MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
Emotional self-awareness	Emotional self-control	Empathy	Influence
	Adaptability		Coach and mentor
	Achievement orientation	Organizational awareness	Conflict management
	Positive outlook		Teamwork

Personal SWOT

[Strengths, Weaknesses, Opportunity and Threats]

DISC

[Marston]

Elevator Pitch

Active Listening



Coaching one another

Communication techniques

Purpose

Building empathetic concern



Thank you...

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