

# EMOTIONAL INTELLIGENCE

## ABOUT CSG SKILLS

CSG Skills, is a proud subsidiary of CSG Holdings Ltd, and has been an active participant and service provider of skills development and training in South Africa since 2001. Our years of expertise in both professional consulting compliance services, as well as the successful roll out of a variety of complex training projects, has qualified us as a supplier of choice.

## TARGET AUDIENCE

All Occupational Categories

## MODULE OUTLINE

1. The 5 elements of Emotional Intelligence
  - Self-awareness
  - Self-regulation
  - Motivation
  - Empathy
  - Social Skills
2. The Emotional Intelligence Framework
3. The Emotional Intelligence Competencies
4. Relationship Building



## CONTACT US: HEAD OFFICE

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shaped around you.

