



# IMSIMBI

## TRAINING

# UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

## **Emotional Intelligence and Personal Mastery – 3 DAYS**

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



This course is accredited by the Services Seta and the material covers unit standard 252031 at NQF level 5 with 4 credits.

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## COURSE OBJECTIVES

Imsimbi Training's emotional intelligence course is a life changing programme that can have a tremendous impact on the success and effectiveness of your work life, career and home life. Over one thousand, seven hundred delegates have attended Imsimbi Training's Emotional Intelligence course and have found it very beneficial.

**Emotional Intelligence** is the single most important indicator in producing people who are able to work effectively in organizations at the highest levels. Longer term sustainability, requires that people go beyond I.Q. and develop their full E.Q.

This course is an invitation to go on a journey of self-awareness and develop effective and professional interpersonal skills. Furthermore the course helps you understand and manage your negative emotions and increase your resilience. In fact it is known that it is not the hardest working or most intelligent people who succeed, but people who have high levels of emotional intelligence and who are able to illicit the cooperation of their colleagues and lead and motivate teams of people.

EQ explains why some people excel while others who appear to have similar capabilities lag behind. This course will contribute to both personal excellence and greater leadership capabilities. We explore the solidity of our self-confidence and the way in which it supports our sense of competence, capability and ability to win out in changing or adverse situations.

The course helps delegates develop a range of tools and techniques for building their emotional intelligence for an effective and successful life.

"I want to thank you for the privilege I had of attending this course. It was everything I expected and more! The course was informative and the trainer made it very interesting and interactive. The course was insightful, educational and most definitely helpful and useful in the workplace. If I had any say in the matter, I would suggest that each and every person attend this course. Purely for the reason that employees need these skills to be able to make our working environment a pleasure to be in every day."

*Therese Kruger - Rand Mutual*



# COURSE OUTLINE

## MODULE 1: Emotional Intelligence and Self-awareness

- Self-awareness and Mindfulness
- Emotional Intelligence Core competencies
- Johari's window
- Enneagram Personality Test
- Locus of Control
- Being a victim or being empowered

## MODULE 2: Interpersonal Skills and Communication

- Developing polished interpersonal skills with staff and colleagues
- Listening Skills
- Getting along with my manager
- Transactional Analysis
- Deal with tension and conflict more constructively
- Conflict Management techniques
- Learn how to give honest and candid feedback appropriately
- Learn to receive negative feedback constructively
- Good interpersonal behaviours
- How to work well with people
- The iceberg model – the Enneagram compulsions
- Communicating assertively
- Assertiveness techniques
- Assertiveness test
- Dealing with aggressive people in the workplace
- Showing appreciation



### **MODULE 3: Self-regulation: managing negative emotions**

- The skills of self-regulation
- The skill of shifting focus and attention
- Recognising negative emotions & their negative impact
- Temper negative responses
- Techniques for managing and controlling one's negative emotions
- Managing anger – the Amygdala hijack
- Learn how to work more effectively with difficult people
- The ability to heal – the healing process
- Finding the gift in difficult times
- Managing stress

### **MODULE 4: Developing a positive emotional focus**

- Gratitude
- Counting your blessings
- Making a daily choice to be happy
- The law of positive attraction
- Learn how to channel energy and enthusiasm to motivate
- Developing empathy
- Empathy in the workplace
- Emotional Intelligence Test

### **MODULE 5: Self Confidence and Resilience**

- Appreciating yourself
- Building self-confidence
- Resilience: Bouncing back quickly after a setback
- Resilience and determination



## MODULE 6: My Purpose and Goal Setting

- Identifying my soul purpose or life purpose
- Reflections on my talents, gifts and core genius
- Motivation, passion and energy
- Life Balance – developing a balance to manage stress
- Setting long term goals and objectives
- Implementing goals
- Considerations, fears & roadblocks
- Developing an orientation for taking action
- Spiritual & emotional intelligence

## COMMENDATIONS

“The best course I have ever attended in my career. Thank you for changing my life and steering me in the best direction for continued self-awareness and growth.”

Mariaan Mybergh, CSIR

“The course was more than just training. It was heartfelt, spiritually uplifting and life-changing. Arguably the most meaningful and professional training I have ever done. Thank you for making it so special.” Terry Goliath, BMW Group

“I attended the course you offered in Emotional Intelligence and Personal Mastery and my life has never been the same since. I notice that I have developed a lot of empathy and self-awareness. I no longer fight or argue over every little thing. Your method of offering the course and your openness is so unique.”

Mmabatho Gwangwa, South African Reserve Bank

“I would recommend this course to anyone. A brilliant teacher and guide. Beautiful presentation. I value the ability to teach a person the meaning of life and the ability to find yourself. A wonderful course and would do it again!” Keith Pillay, Board of Healthcare Funders

“It is with great pleasure and enthusiasm that I am writing this letter of recommendation for Imsimbi’s course on Emotional intelligence. I hope my perspective will be helpful to you as you evaluate this exceptional course. During the course I discovered myself and my inner strength. Their creative ideas for presentations and activities were inventive, entertaining and very effective. This experience had a profound effect on my life, not only did my self-confidence improve but also the way I see the future.”

Hendrik Beukman, Goldfields



“One of the best courses I have attended in my life. A very beautiful venue and facilities.” Atty Sobayeni, CIE

“The training is life changing. I would definitely recommend the course to all my friends and colleagues.” Mpho Maneta, Media 24

“One of, if not the best course, I have ever attended! Can’t thank you enough for the course.” Dawn Wyngaard, IEB

“This is a course to attend over and over again. I loved it. I would love for the whole of SAS to attend this course. The facilitator David was amazing. Lesego Rapoo, SAS Institute

“I enjoyed every moment. The facilitator was superb. I discovered myself. The course was awesome. The facilitator, staff and training atmosphere were remarkable.” Dinah Sithole, Samchem

“Excellent. To be recommended to my whole team at Accenture Procurement. This course is a must!! Excellent coverage of material!” Sanet Gardner, Accenture.

“I would recommend this course to every employee in my company. Please encourage our HR to send all employees on the course. Lizette van der Merwe, Bestmed.

“This was the best course ever and I am going to advise all my colleagues to come and do this course. All my managers as well. Thank you so much for this opportunity.” Olive van Dyk, Bestmed.

“It was an outstanding and life changing course. I will be definitely referring this course to others.” Shahim Sarlie, Pick n Pay

“I really enjoyed the training. It will definitely change my life. I have learnt a lot, my life will change positively.” Lester Beyers, SAS Institute

“The training was very helpful. It helped me in ways which I thought wasn’t possible. It made me realise my great strengths. So, thank you David for the wonderful week with lots of knowledge.” Business Partners, Ntombi Mokale

“Great course and team. Really enjoyed the course. David keep up the good work. Stunning work!!” Sanlam, Nothemba Bayi

“This course has uplifted me in such a way that I will now be able to have peace with myself and with others. It helped me to gain confidence and to see others in the best possible light. It has helped me to be more passionate and helpful in the workplace and elsewhere. The facilitator David was excellent.” Patience Mashau, IDC

The course was fun, motivational and comforting, but mostly inspiring and life changing! The facilitator was very warm and friendly, confident and inspirational.” Jessica Lunsky, Pick n Pay

“Great course! Thank you very much! Hope to see your business grow from strength to strength. The environment created, which allowed for free participation.” Patrick Kaka, African Resonance



“Thank you it was lovely. I feel like a brand new person. The food was divine. Everything was good.” Gabisile Ngcobo, Media 24

“Great course and great to meet David who was of great help during the course. Thanks so much!!” Krones, Andre Roos

“It was an invigorating and enlightening experience. Thank you to all in the team.” Fawzia Naidoo, CIE

“A beautiful course. A wonderful group of people and a brilliant facilitator.” Kajel Dewoonarain, Imdex Limited

“Thanks again for the opportunity so that we could attend this course. Surely it impacted my life tremendously.” David Lumley, SMEC

## TOOLS AND TECHNIQUES

This programme is a fun and highly interactive team building course using practical tools and techniques for delegates to master. Over 25 practical techniques and tools will be practically applied by delegates in the classroom and at work and home after the course. An assignment also re-inforces the new skills learnt.

***The 25 practical techniques and activities covered in the course ensure learners practice and implement the skills learnt***

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| Activity 1 | Expectations Exercise  |
| Activity 2 | Setting Boundaries   |
| Activity 3 | Johari's window – Self Awareness and my resistance to growth   |
| Activity 4 | Deepening Self Awareness   |
| Activity 5 | The Enneagram Personality Test – understanding my personality<br>Assessment & full 8 page personality profile per learner    |
| Activity 6 | Understanding the Enneagram Personality profiles of my colleagues<br>How do I respect and understand different personalities |
| Activity 7 | Locus of Control<br>Am I a victim or empowered   |



Activity 8	Listening skills Role play/Simulation in class
Activity 8b	Good interpersonal behaviours and virtues and bad interpersonal behaviours Group discussion & self assessment
Activity 9	Practice Giving Constructive Negative Feedback Role play/simulation in class
Activity 9b	Conflict Management – my style
Activity 10	The Iceberg The enneagram Dysfunctional Behaviours and Functional Behaviours
Activity 11	Assertiveness Quiz and assessment
Activity 12	Role play - Speaking My 'I' Messages – Self Disclosure
Activity 13	Assertiveness Role plays and simulations using assertive communication
Activity 14	Self Reflection on how to improve my Assertiveness
Activity 15	Transactional Analysis Techniques Role plays/simulations
Activity 16	Activity Big Mind Big Heart role play and meditation Activity on managing negative emotions
Activity 17	Managing a Blow up Journaling activity on managing negative emotions
Activity 18	Identify Stages of Emotions and Change



The healing process – resilience technique after a deep set back

Activity 19

Building Confidence

Reminders of my successes

Activity 20

Building Confidence

Activity 21

Emotional Intelligence Assessment

A full assessment of my Emotional Intelligence quotient

The assessment covers 5 areas of EQ competence

Activity 22

My talents, gifts and unique skills

Understanding my Purpose

Activity 23

Planning for a balanced life

My 3-5 Year Goals in 6 areas of my life

Activity 24

The Appreciation Game (team building)

Activity 25

Stop, Start, Continue (in plenary)

The course starts with an EQ assessment of each learner by their line manager. The same assessment is done by the line manager 6 weeks after the course to identify the impact the training has had on the individual so as to measure the growth and improvement of the learner.

