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 three thousand delegates have attended Imsimbi Training’s Emotional Intelligence course and have found it very beneficial over the last 5 years.

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. The course helps delegates develop a range of tools and techniques for building their emotional intelligence for an effective and successful life. This course is a fun, interactive and thoroughly stimulating course.

“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

“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

“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
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 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, with a phenomenal personality. Lesego Rapoo, SAS Institute

“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

“The course must be compulsory. Its very good especially when it comes to managing conflict in the workplace.” Lindiwe Madonsela, Department of Trade and Industry

“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

“Beautiful and insightful course. Really challenging and thought provoking.” Siphephelo Griffiths, Department of Trade and Industry

“Amazing content. Excellent course. I am so glad I did this course!” John Deere, Fundiswa Masilela

“Amazing course!” Emile Strijdom, Infobip

“A great course! I enjoyed it very much. Thank you for an awesome course!” Kelvin Golden, Camaf

“This is the best training course I have ever attended!” Moria Manda, BPL – Bidvest

“Informative course, relatable content. Lovely venue. Would definitely recommend this course to others.” Londeka Zondi, Camaf

“The course was outstanding, really beneficial and upbuilding. Helped us come to understand ourselves better and to believe and trust more in ourselves.” Heleen Liebenberg, Telkom

“I appreciate that you took us through the training with great skill, knowledge, humour and consideration for every person.” Lizelle Nel, Hollard Insurance

“I appreciate every one of the three days spent on this course. A lot was learnt about myself. Your patience, knowledge and sense of humour was great. The whole experience was amazing. Roxanne Mather, Steiner

“Very valuable training. Best course I have been on. I really took a lot from this course. Thank you.” Ornella Zaurrin, Infobip Africa
“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

“I have attended emotional intelligence courses before, but this training course was more in-depth and really gave me more insight to reflect on.” John Deere, Alice Ngibuini

“This course was extremely interesting. I enjoyed the class. There was lots of humour and well presented. Thanks David!” John Deere, Leatitia Moolman

“Very good and well-presented course. Friendly presenter. Thank you.” John Deere, Glenrose Seoe

“Great handouts. The course was very helpful and informative. Excellent facilitator and great content.” John Deere, Charmaine Mungal

“It was really a good course. Eye opening. Knowing who I really am and why I act the way I do. Really glad that I was part of these sessions. Very insightful.” John Deere, Carla Engelbrecht

“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

“The programme was very useful, life changing and empowering.” Sigfried Tirana, Department of Science and Technology
“This is a much needed course for working people. The facilitator was amazing, very knowledgable and shared many personal experiences and practical examples.” Karabo Mlambo, Department of Science and Technology

“David, you taught me so much. I look forward to our next training. You are amazing at your job. Thanks.”

“I appreciate your gentle way of teaching; sharing your personal challenges and achievements with us.” Zarika Baartman, BMW

“Definitely an amazing growing course. Thanks for your passion and laughter.” Heyno Landman, The Dental Warehouse

“This is a very well put together course. I really enjoyed it, it was great. I loved the interaction. I learned a lot and I am definitely going to really apply what I learnt.” Amanda Visser, Hoya Hill Optics

“The programme was excellent. David was great. I liked his sense of humour and his deliverance of this programme. He is friendly, easy to approach and I was very comfortable in the training environment because of his warmth. Thank you.” Nhlanhla Hlungwani, Telkom

“The programme is a good initiative and I have learnt a lot. I must say the trainer made this easy and interesting. The programme was beneficial in that I have learnt how to conduct myself in the office. I have also learnt how to control my emotions.” Gift Dibakoane, Telkom

“Imsimbi should keep on doing the great job it is doing. This course has played a very big role in my life. I have discovered my strengths and weaknesses through this programme and I have discovered the kind of person I am.” Lebogang Matimulani, Telkom

“This is a life changing course. I highly recommend it to other colleagues.” Amukelani Rikhotso, Department of Trade and Industry

“Brilliant course indeed!” Moipone Pitsi, Department of Trade and Industry

“It is a very good course. Very beneficial and I highly recommend it.” Jessie Bulunga, Department of Trade and Industry

“Allow me to compliment you and your company on the good work that you do. I’ve benefitted so much from the opportunity presented to me. I found my inner self after 43 years, but still thankful for the timing. I’ve learned so much – things that you already knew just fell into place. After the three day Emotional Intelligence course I left a totally different person and therefore I have only Imsimbi to thank. Being mindful of oneself and to take care of oneself first is a principle I never practiced. Since the course I took better care of myself and I noticed the difference. I’m recommending this course far and wide and I believe everyone in my company will be able to benefit from this course.” Lizette van der Merwe, Bestmed

“Very good course. Will definitely advertise it continuously to the Hollard staff.” Marcia Allens, Hollard

“The facilitator gave an exceptional course!” Andrea Clark, Camaf

“David is an excellent, driven and exceptional facilitator.” Matshidiso, Madia, News 24

“The course was great! David was an outstanding facilitator! Thank you!” Lesley Miller, Accenture
“Interesting course! It was very meaningful whereby you can apply what you have learnt both at work and at home with personal relationships.” Dharshan Naidoo, Infobip

“The facilitator is very good and determined. It couldn’t get any better than this!” Nzumbululo Mamburu, Purple Blue Technologies

“David was a great facilitator and showed great knowledge about emotional intelligence. This course taught me a lot about self-awareness.” Olga Stephenson, Landis & Gyr

“Great course. I enjoyed David’s interaction and engagement. The staff were super friendly and very accommodating.” Shaun van Rooyen, Infobip

“Loved the course. A lot of soul searching. Deep conversations and understanding of why certain emotions allow certain reactions.” Rene Sinclair, Hollard

“The emotional intelligence course was very, very helpful and life changing. An exceptional facilitator.” Mohsin Sheik, Select PPE

“The course was very good. It had a clear teaching. And the facilitator created a great atmosphere.” Vanessa Minnie, Hollard

“I loved everything – very friendly and welcoming! The course was all positive!!” Niel Pillay, Infobip Africa

“Everything was great. The course was helpful. Thank you, David.” Kgomotso Pule, BMW

“I loved the training. I learnt so much about myself and how to improve. I would definitely come back and advise other people to come through as well.” Shamila Gungiah, Camaf

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 reinforces the new skills learnt.

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

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
Assessment & full 8 page personality profile per learner

Activity 6
Understanding the Enneagram Personality profiles of my colleagues
How do I respect and understand different personalities

Activity 7
Locus of Control
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
<table>
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<th>Activity 16</th>
<th>Activity Big Mind Big Heart role play and meditation</th>
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<td>Activity 17</td>
<td>Managing a Blow up</td>
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<td>Journaling activity on managing negative emotions</td>
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<td>Activity 18</td>
<td>Identify Stages of Emotions and Change</td>
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<td>The healing process – resilience technique after a deep set back</td>
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<td>Activity 19</td>
<td>Building Confidence</td>
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<td>Reminders of my successes</td>
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<td>Activity 20</td>
<td>Building Confidence</td>
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<td>Activity 21</td>
<td>Emotional Intelligence Assessment</td>
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<td>A full assessment of my Emotional Intelligence quotient</td>
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<td>The assessment covers 5 areas of EQ competence</td>
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<td>Activity 22</td>
<td>My talents, gifts and unique skills</td>
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<td>Understanding my Purpose</td>
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<td>Activity 23</td>
<td>Planning for a balanced life</td>
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<td>My 3-5 Year Goals in 6 areas of my life</td>
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<tr>
<td>Activity 24</td>
<td>The Appreciation Game (team building)</td>
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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.