Date

Cape Town:

19-21 Sep 2018 (3 days)

Course Fee

R9 923 (Excl. Vat)

Discount: Take 5% off this fee if you book 14 days before

NB Deadline: Book ASAP to Secure your place

Benefits of Attending:

Some of the benefits of attending this course include:

- **Lead Teams**
- **Interact much better.**
- **Minimize anxiety and tension.**
- **Defuse conflicts.**
- **Enhance relationships.**
- **Empathize with others.**
- **Effectively overcome work and home life difficulties.**
- **Leading successfully with Emotional Intelligence,**
- **Acquire Interpersonal Skills & Conflict Resolution Skills**

Taking Charge as Leader With Emotional Intelligence, Interpersonal Skills & Conflict Resolution Skills

Introduction

Let your career take a leap with Increased Emotional Intelligence, Heightened Interpersonal Skills and the ability to resolve conflicts.

Emotional Intelligence

Some people think emotional intelligence is more important than a person's intelligence quota. They would be correct. Although there is a link between high intelligence quotas and high emotional intelligence quotas, your intelligence quota helps you to learn new things, remember things and develop skills. Your emotional intelligence helps you to learn more about yourself and how you connect to other people. Emotional Intelligence is not so much about learning about new things, but rather about about feelings and emotions. The core of emotional intelligence is inter-personal interaction and intra-personal interaction. Emotional Intelligence is becoming more important in business as well. People who are aware of their EQ generally know how to act and react among different people. And the long and short of that is less conflict, more productivity.

Leadership Skills

Once you learn the techniques of true Leadership and Influence, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

Interpersonal Skills

Some people are lucky and are born with the gift of the gab. The other 99% percent of us, have to really work on our people skills and our interactions with people if we are to impress and work with them. We offer a workshop on interpersonal skills and at the end of the workshop, participants will have left the caterpillar behind them and will float

Who Should Attend

- All managers, leaders & professionals who require to have a thorough knowledge of human emotions:
- Anyone who is interested in developing themselves to be a better leader manager, and supervisor
- Individuals who desire to use psychological knowledge to improve management and leadership techniques.
- Individuals who wish to understand their emotions and how it affects those around them and their productivity in the office.
- Anyone interested in emotional intelligence.
- Leaders that want to improve their interaction with their teams.
- New Managers who wish to better prepare themselves for their brand-new position
- Anybody wishing to move into a management role

Delegates will receive

- Learners Manual.
- Notepad & Pen.
- Attendance Certificate.
- Immediate knowledge and skills transfer.

around like butterflies.

Conflict Management Skills

We also dedicate part of our workshop to conflict management. Everyone has to deal with conflicts with others at sometime. It is useful to know what escalates conflicts and what de-escalates conflicts. We have included several methods for delegates in this course to perfect conflict management.



Course Outline

Day 1: Emotional Intelligence Basics

- Exactly what is Emotional Intelligence
- 4 Skills in Emotional Intelligence
- Verbal Communication abilities
- Non-Verbal Communication abilities
- Social Management as well as Responsibility
- Tools to Regulate Your Emotions
- Gaining Control
- Business methods: Understand Emotions as well as how to manage them in the Workplace, Role of Emotional Intelligence at Work, Disagreeing Constructively; Optimism, Pessimism, The Balance Between Optimism & Pessimism
- Making an influence, making a powerful first impression, assessing a scenario

DAY 2: Leadership Skills

Key outcomes of the course include:

- The Evolution of Leadership

BOTI is accredited as Training provider with MICT Seta*

Accreditation no: ACC/2016/07/0045
mictseta Media, Information and Communication Technologies Sector Education and Training Authority
Accelerating quality skills towards an information savvy society

**Note: The specific course advertised is non credit bearing*

BOTI is Level 1 BB-EEE which means that you earn 135% of BBEEE Spend on Scorecard in addition to the training spend forming a portion of your Skills Spend

BOTI has served more than 300 customers over the past 4 years

- Situational Leadership
- A Personal Inventory
- Modelling the Way
- Inspiring a Shared Vision
- Enabling Others to Act
- Encouraging the Heart
- Basic Influencing Abilities
- Setting Objectives

Day 3: Conflict Resolution Skills & Interpersonal Skills

Conflict Resolution Skills

- An Introduction to Conflict Resolution
- The Thomas-Kidman Instrument
- Creating an Effective Atmosphere
- Choosing the Time as well as Place
- Creating Mutual Understanding
- Concentrating on individual needs
- Getting to the root cause
- Generating alternative
- Generating a solution
- Further Tools - stress as well as anger management techniques, asking open question

Interpersonal Skills

- Verbal Communication abilities & non-verbal communication abilities
- Making small talk; moving the conversation along
- Remembering names
- Infleuncing skills
- Bringing individuals on board
- Sharing oour opinion
- Negotiation tools & Influencing

Course Duration: 3 days

Testimonials from Various Courses

Leadership & People Management (Various Levels)

"…I benefited in the sense of knowing the difference between leadership and manager. Delivery of the lecture was excellent!...

…Found that my style of leading is good but I need to improve in a lot of areas... Was pleasantly surprised with the course and inspired to improve leadership skills...

…This has broadened my knowledge on leadership and has shown me the power of leading people by example....

Executive Secretary & PA course

…"I learnt much more than I knew! …

…I enjoyed every minute of the training!..

Critical Thinking & Creative Problem Solving

…Great insight into what I can change and approach....

…I intend using my skills to work with the staff and make a change as we go along...".

***In certain cases Modified to improve readability*

Cape Town - Cape Town Hollow Boutique Hotel

Address: 88 Queen Victoria Road, Cape Town; GPS Co-Ordinates: SOUTH -33° 55' 41.7648" | EAST 18° 24' 53.7654"): The central location of Cape Town Hollow Hotel makes it the perfect venue for the business traveller. Training rooms are equipped with dual lighting control, air-conditioning, double-glazed sound proof windows, telephone extension points, floor and wall power supplies and wireless USB.



***Venues are dependent availability and will be communicated to candidates within 7 days of training**

Terms & Conditions: ***Business Optimization Training Institute (Pty) Ltd*** *(BOTI) 2017/286086/07 (Vat registration number: 4770208033) reserves the right to change this brochure without notification. Delegates are to be at the training venue by 08h00 in preparation for a 08h30 start time:*

1. *Course fees are due and payable prior to course commencement.*
2. *BOTI reserves the right to make changes to the course content, trainer, duration and dates without prior notification. If the course is not held for any reason, BOTI's liability is limited to the refund of the full course fee only.*
3. *Tea/coffee and a light lunch will be provided. Special Meals: Please note that we do provide Halaal friendly or Kosher meals on request. Should STRICTLY Halaal or Kosher be required, we are happy to outsource from appropriately certified caterers at an additional surcharge of R100 person meal. Kosher R150.*
4. *Certificates of attendance are issued after successful completion, and settlement of account in full*
5. *BOTI will not be held liable for incorrect entry level bookings*
6. *On receipt of this submitted booking form and payment or purchase order (at BOTI's discretion) you will receive a confirmation letter by email confirming your participation in the training event. This includes a location map with directions and venue details and starting times. Until you receive this confirmation the booking is not confirmed.*
7. *No cancellations will be accepted, please ensure you attend on the date specified on the booking form.*
8. *Rescheduling is required in writing 48 hours prior to course starting date, and attracts an administration fee of R150 per incident. Should written notice not be received within this time period, the course will be invoiced in full and a new enrolment will be required. Substitutions may be made at any time.*
9. *The delegate will be expected to comply with the rules and regulations of BOTI and the various buildings in which it is situated.*
10. *BOTI does not accept any responsibility for any personal injury of any degree or whatever the cause may be, or any loss, whatever the cause, of any personal belonging of any delegate. BOTI will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BOTI to the client.*
11. *When a person is registered on an BOTI course or sends an email to BOTI , that person consents to receiving communications electronically or otherwise from BOTI*

BOTI Business Optimization Training Institute

Flexible and Impactful Training

Boti.co.za or (011) 882 8853 or info@boti.co.za or 97 Greenlands Crescent, Sunningdale, Johannesburg, South Africa

Registration Form

Should you wish to make a booking please complete the *booking form* and email to bookings@boti.co.za or fax to 086 610 1197. Once we receive this form, you will be ***provisionally booked***. We will send you banking details for payment. *Proof of payment will* ***confirm the booking***.

Course Name:	**Taking Charge as Leader With Emotional Intelligence, Interpersonal Skills & Conflict Resolution Skills**
Course Date and Duration	**Cape Town: 19-21 Sep 2018 (3 days)**
Course Cost:	**Fee (ex Vat): R9 923.00 / Vat: R1 448.45 / Fee (incl Vat): R11 411.45**
Early Bird Course Cost - (provided form is received by 05 September 2018	**Fee (ex Vat): R9 426.85 / Vat: R1 414.03 / Fee (incl Vat): R10 840.88**
Number of People Attending:	
Total Cost [People Attending x Cost Per Person (Including VAT)]	

COMPANY / ORGANISATION DETAILS

Company Name		***Company Tel***	
Billing Address		***Payment Person: Name***	
		Payment Person: Tel	
		Payment Person: email	
Company VAT No.		***Fax***	

Authorizing Signature

Name			
Tel		***Position***	
Cell		***Department***	
Email			

By signing I accept BOTI's Terms and Conditions, and confirm my authority to make the booking and ensure payment on behalf of your entity.

Signature: _____ ***Date:*** _____

Delegate Names:

	Name	Position	Email	Tel	Special Dietary Requirements (additional costs apply)
1.					
2.					
3.					
4.					
5.					

Our customers are experts in many different industries. We're experts in one – providing Soft Skills and PC training services.

