



COURSE OVERVIEW HM0150-4D
Emotional Intelligence: Strategies

Course Title

Emotional Intelligence: Strategies

Course Reference

HM0150-4D

Course Duration/Credits

Four days/2.4 CEUs/24 PDHs



Course Date/Venue

Session(s)	Date	Venue
1	February 12-15, 2024	Club C Meeting Room, Ramada Plaza by Wyndham Istanbul City Center, Sisli, Istanbul, Turkey
2	May 13-16, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	July 08-11, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
4	October 14-17, 2024	Al Aziziya Hall, The Proud Hotel Al Khobar, KSA, Al Khobar, KSA

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

The course attempts to address and introduce to the participants a rather complex and entangled set of themes, theories and practices centering on the concept of intellectual and emotional intelligences, with a view to increasing their knowledge, understanding and ultimately their application, practice, use and enhancement of brain power.



The course further brings to light associated factors, which either stem from intelligence or affect its output, such as brain operation, brain dominance, learning, self-development, thinking modes and styles, and intellectual capital.



The course will present an overview of the nature and components of intelligence, both intellectual and emotional, together with the competencies and characteristics of each. The attendees will know how to manage knowledge and ensure its transfer as a basis for human development and growth in a changing workplace.





The course will conclude by introducing the various methods of measuring intelligence and the pros and cons of such an approach.

The delivery approach will adopt various tools and techniques that will enhance learning and ensure the transfer of expertise from the classroom to the job environment. The approach will employ interaction, participation, case studies, exercises, videos, role-plays, real-life situations, quizzes, discussions, etc. to bring the learning points home, and ascertain that learning and not teaching have taken place.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on emotional intelligence
- Explain the nature and components of intelligence
- Discuss the difference between thinking and intelligence
- Analyze difference between traditional and modern thinking patterns
- Define strategic thinking and discuss Gardner's theory of multiple intelligences
- Discuss Sternberg's theory of three intelligence
- Explain creativity as an application process of intelligence and discuss the principles of alternative scenarios
- Describe the theory of learning, Bloom's six levels of learning and Bateson's four levels of learning
- Denote the relationship between learning and intelligence
- Illustrate the seeds of emotional intelligence and the relationship between emotional intelligence and intellectual thinking power
- Explain the applications of emotional intelligence and discuss emotional intelligence and cultural ethics
- Describe the management of knowledge and knowledge transfer
- Demonstrate self management and development stemming from intelligence
- Measure intellectual and emotional intelligence
- Review course themes, illustrate change factors of intelligence and demonstrate personal implementation plan

Who Should Attend

The course will be of value and benefit to staff in general and to personnel involved in strategic management, return on investment, human resource, training, career development, work force utilization and other specialist functions.





Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Istanbul	US\$ 5,000 per Delegate + VAT . This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day
Al Khobar	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.





Certificate Accreditations


Certificates are accredited by the following international accreditation organizations:-

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology’s courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant’s involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant’s CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project Leadership**, Management & Communications, **Future Leaders Program**, **Transformational Leadership Qualities**, **Emotional Intelligence & Trust in Leadership Workshop**, **Performance & Leadership Potential**, **Project & Contracts Management Skills**, **Project & Construction Management**, **Project Planning, Scheduling & Control**, **Project Management**, **Project Delivery & Governance Framework**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management**, **Risk Identification Tools & Techniques**,

Project Life Cycle, **Project Stakeholder & Governance**, **Project Management Processes**, **Project Integration Management**, **Project Management Plan**, **Project Work Monitoring & Control**, **Project Scope Management**, **Project Time Management**, **Project Cost Management**, **Project Quality Management**, **Quality Assurance**, **Project Human Resource Management**, **Project Communications Management**, **Contract Management**, **Tender Development**, **Contract Standards & Laws**, **Dispute Resolution & Risk Identification**, **Myers-Briggs Type Indicator (MBTI)**, **Organization Development Consultation**, **Advanced Debriefing of Emotional Trauma**, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation Programme**, **Coaching & Motivation**, **Creative Thinking & Problem-Solving Techniques**, **Emotional Intelligence**, **Presentation Skills**, **Communication & Interpersonal Skills**, **Effective Communication & Influencing Skills**, **Effective Business Writing Skills**, **Writing Business Documents**, **Business Writing (Memo & Report Writing)**, **Leadership & Team Building**, **Psychology of Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration Skills**, **Controlling Your Time & Managing Stress**, **Crisis Management**, **Strategic Human Resources Management**, **Change Management**, **Negotiation Skills**, **Strategic Planning**, **Risk Analysis & Risk Management**, **Global Diverse & Virtual Teams Operation**, **Exceeding Customer Expectations**, **Corporate Governance Best Practice**, **Business Performance Management & Improvement**, **Building Environment of Trust & Commitment**, **Win-Win Negotiation Strategies**, **Quality Improvement & Resource Optimization**, **Neuro Linguistic Programming (NLP)**, **Personal Resilience Developing**, **Effective Role Modelling & Development**, **Managing Dynamic Work Environments**, **Organizational Development**, **Career Management**, **Situation & Behaviour Analysis**, **Interpersonal Motivation Skills**, **Inventory Management and Financial Administration**. Further, he is also well-versed in **Water Supply System Security**, **Vulnerability & Terrorism**, **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Preventive Actions and Situation Analysis**. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the **South African Railway (SAR)**, **Department of Education & Culture**, **ESKOM**, **Logistic Technologies (Pty. Ltd)**, **Human Development: Consulting Psychologies (HDCP) & IFS**, **Mincon**, **Eagle Support Africa**, **Sprout Consulting**, **UKZN**, **Grey Campus**, **Classis Seminars**, **CBM Training**, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a **National Higher Diploma and a National Technical Diploma in Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the **VMedu**, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the **Health Professions Council of South Africa (HPCSA)**, a **Registered Educator** by the **South African Council for Educators (SACE)** and a **Registered Facilitator, Assessor & Moderator** with **Education, Training and Development Practices (ETDP) SETA**. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.





Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 - 0800	Registration & Coffee
0800 - 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830 - 0900	The Nature of Intelligence The Brain: Facts, Operation & Dominance • History of Definitions Across History • Intellect as an Endowment versus Ability
0900 - 0930	The Components of Intelligence Perception • Imagination • Relationships • Judgment & Discretion • The Memory Process
0930 - 0945	Break
0945 - 1030	The Difference Between Thinking & Intelligence
1030 - 1230	Traditional versus Modern Thinking Patterns
1230 - 1245	Break
1245 - 1330	Strategic Thinking Styles • Modes
1330 - 1420	The Gardner's Theory of Multiple Intelligences Linguistic • Logical-Mathematical • Musical • Naturalist • Spatial • Bodily Kinesthetic • Interpersonal • Intra-Personal
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2

0730 - 0830	The Sternberg's Theory of Three Intelligences Analytical, Creative & Practical
0830 - 0930	Creativity as an Application Process of Intelligence
0930 - 0945	Break
0945 - 1030	The Principle of Alternative Scenarios
1030 - 1130	The Theory of Learning
1230 - 1245	Break
1245 - 1330	Bloom's Six Levels of Learning
1330 - 1420	Bateson's Four Levels of Learning
1420 - 1430	Recap
1430	Lunch & End of Day Two

Day 3

0730 - 0830	The Relationship between Learning & Intelligence
0830 - 0930	The Seeds of Emotional Intelligence The Pioneers • The Theories & Practices
0930 - 0945	Break
0945 - 1030	The Relationship between Emotional Intelligence & Intellectual Thinking Power
1030 - 1130	The Applications of Emotional Intelligence
1230 - 1245	Break
1245 - 1330	Emotional Intelligence & Cultural Ethics





1330 – 1420	The Management of Knowledge & Knowledge Transfer Nature of Knowledge • Information Blow-Out • Knowledge & Intelligence • Application of Knowledge
1420 – 1430	Recap
1430	Lunch & End of Day Three

Day 4

0730 – 0830	Self Management & Development Stemming from Intelligence Potential Assessment • Career Development Planning • Competence Techniques • The Personal Profile & “SWOT” Analysis
0830 – 0930	The Measurement of Intellectual & Emotional Intelligence Tangibles & Intangibles • Intellectual capital • Emotional Capital
0930 - 0945	Break
0945 - 1030	A Total Review of Course Themes
1030 - 1130	Summary of Learning Points
1230 – 1245	Break
1245 – 1300	The Change Factors of Intelligence Building
1300 – 1315	The Personal Implementation Plan
1315 – 1330	Course Conclusion
1330 – 1420	POST-TEST
1420 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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