Haward Technology Middle East

COURSE OVERVIEW HM0150
Emotional Intelligence

Course Title
Emotional Intelligence

Course Date/Venue
Session 1: February 09-13, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar
Session 2: August 24-28, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

Course Reference
HM0150

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

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: strategies

- 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

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend
This course provides an overview of all significant aspects and considerations of emotional intelligence for 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.

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:-

- 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 **3.0 CEUs** (Continuing Education Units) or **30 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.

- 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 is a **Senior Human Resource & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **People Management** Essentials, Strategic **Recruitment, Interviewing & Selection**, **Human Capital Asset** Management, **Human Resource** Development, **Human Resource** Management, **Career** Development & Succession Planning Strategies, **HR Management** System, **Human Relation Skills & EQ Intelligence,** **Project Management**, **Project Delivery & Governance Framework**, **Project Management Systems**, **Project Management Practices**, **Project Management Disciplines**, **Project Risk Management Contract Management** & **Tendering**, **Tender Development**, **Contract Standards** & **Laws**, **Bidder Selection** & **Tender Evaluation**, **Dispute Resolution**, and **Risk Identification**. Further, he is also well-versed in **Integrated Security Systems**, **Incident Threat Characterization & Analysis**, **Physical Security Systems**, **Security Crisis**, **Security Emergency Plan**, **Command & Control System**, **Presentation Skills**, **Problem Solving & Decision Making**, **Preventive Actions**, **Situation Analysis**, **Crisis Management**, **Decision Making**, **Strategic Human Resources Management**, **Change Management**, **Organizational Development, Career Management**, **Situation & Behaviour Analysis**, Interpersonal Motivation, Leadership Orientation, **Coaching Skills**, **Negotiation Skills**, **Strategic Planning**, **Time Management**, **Risk Analysis & Risk Management**, **Stress Management**, **Inventory Management** and **Financial Administration**. 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 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.

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
US$ 6,000 per Delegate. 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 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 – 0930	**The Nature of Intelligence** *The Brain: Facts, Operation and Dominance ● History of Definitions Across History ● Intellect as an Endowment Versus Ability*
0930 – 0945	*Break*
0945 – 1100	**The Components of Intelligence** *Perception ● Imagination ● Relationships ● Judgment & Discretion ● The Memory Process*
1100 – 1230	**The Difference Between Thinking and Intelligence**
1230 – 1245	*Break*
1245 – 1350	**Traditional versus Modern Thinking Patterns**
1350 – 1400	**Recap**
1400	*Lunch & End of Day One*

Day 2

0730 – 0900	**Strategic Thinking** *Styles ● Modes*
0900 – 0915	*Break*
0915 – 1100	**The Gardner's Theory of Multiple Intelligences** *Linguistic ● Logical-Mathematical ● Musical ● Naturalist ● Spatial ● Bodily Kinesthetic ● Interpersonal ● Intra-Personal*

1100 – 1230	***The Sternberg's Theory of Three Intelligences*** *Analytical, Creative and Practical*
1230 – 1245	*Break*
1245 – 1300	***Creativity as an Application Process of Intelligence***
1300 – 1350	***The Principle of Alternative Scenarios***
1350 – 1400	***Recap***
1400	*Lunch & End of Day Two*

Day 3

0730 – 0930	***The Theory of Learning***
0930 – 0945	*Break*
0945 – 1100	***Bloom's Six Levels of Learning***
1100 – 1230	***Bateson's Four Levels of Learning***
1230 – 1245	*Break*
1245 – 1330	***The Relationship between Learning and Intelligence***
1330 – 1350	***The Seeds of Emotional Intelligence*** *The Pioneers ● The Theories and Practices*
1350 – 1400	***Recap***
1400	*Lunch & End of Day Three*

Day 4

0730 – 0930	***The Relationship between Emotional Intelligence and Intellectual Thinking Power***
0930 – 0945	*Break*
0945 – 1100	***The Applications of Emotional Intelligence***
1100 – 1230	***Emotional Intelligence and Cultural Ethics***
1230 – 1245	*Break*
1245 – 1330	***The Management of Knowledge and Knowledge Transfer*** *Nature of Knowledge ● Information Blow-Out ● Knowledge and Intelligence ● Application of Knowledge*
1330 – 1350	***Self Management & Development Stemming from Intelligence*** *Potential Assessment ● Career Development Planning ● Competence Tools and Techniques ● The Personal Profile and "SWOT" Analysis*
1350 - 1400	***Recap***
1400	*Lunch & End of Day Four*

Day 5

0730 – 0930	***The Measurement of Intellectual and Emotional Intelligence*** *Tangibles and Intangibles ● Intellectual capital ● Emotional capital*
0930 – 0945	*Break*
0945 – 1100	***A Total Review of Course Themes***
1100 – 1230	***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 – 1345	***POST-TEST***
1345 – 1400	*Presentation of Course Certificates*
1400	*Lunch & End of Course*

Practical Sessions

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

Course Coordinator

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