



# Lisa Jeskins Training

*Engaging training for information professionals*

## Course outline

*Emotional intelligence: building confidence and challenging student behaviour*

### Course aim

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To provide staff with an introduction to emotional intelligence and to help build their confidence when dealing with challenging student behaviour.

### Objectives

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At the end of the course participants will have:

1. Defined emotional intelligence
2. Discussed the four main components of emotional intelligence
3. Identified how our emotions work and see why managing our emotions can enhance our professional success
4. Identified ways to increase their own confidence
5. Considered why adolescents behave in the way they do

### Content

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- Understanding emotional intelligence
- Managing our emotions
- The importance of empathy
- Handling emotions in others
- Tips for dealing with challenging student behaviour

### Course type

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The session will include a mixture of presentation and group discussion work.

### Feedback

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*"It was all really useful. Some excellent tips for dealing with situations and also hearing other people's experiences. The handouts are also very good and just remembering that teenagers do think differently."*

*"Great content, related to our area and day to day in the workplace. The approaches and techniques to be used will make a difference in being effective when communicating to our customers/students."*

All courses are tailored to meet your specific requirements. [Please contact me for further details.](#)