

TRAINING & SESSION PLAN Cert IV in Business



2022	MEADOWBANK	Teacher:	Evelyn Olivares 0418 403 227	Delivery: PowerPoint, Hands-on individual; group activities; Q&A & internet CAL-LOC Code 22MBK-231
	Sem 2 Term 3 THU Day Rm J2.20	HT	Evelyn.Olivares@tafensw.edu.au Nola Sher nola.sher@tafensw.edu.au	

Emotional Intelligence

BSB40120 Certificate IV in Business THU 28/7/22 to 22/9/22

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems.

They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Event number/name	Method of collecting evidence	Venue	Assessment date or submission due date
BSBPEF502_AE_Kn1of2	Written assessment	Face to Face	On or Before 18/08/22
BSBPEF502_AE_Sk2of2	Skills assessment Observation roleplay	Face to Face	On or Before 15/09/22
1. Identify the impact of own emotions on others in the workplace	Identify and use evaluate your own emotional strengths and weaknesses and stressors Analyse and document potential emotional triggers that may require emotional responses. Evaluate the impact your emotional behaviour on self and others Use self-reflection & feedback from others to improve your emotional intelligence	2. Recognise and address the emotional strengths and weaknesses of others	Respond to the emotional states of others and assess emotional cues. Develop a plan for identifying and responding to a range of cultural expressions of emotions. Apply techniques to demonstrate your flexibility and adaptability in dealing with emotions of others
3. Promote the development of emotional intelligence in others	Create opportunities for others to express their thoughts and feelings and assist them to understand the effect of their behaviour and emotions have on others in the workplace Encourage others to self-manage emotions and develop their EI to build productive relationships.	4. Utilise emotional intelligence to maximise team outcomes	Identify opportunities to utilise emotional intelligence to increase team performance in line with organisational objectives. Encourage a positive, inclusive emotional climate in the workplace. Use the strengths of workgroup members to achieve team and/or organisational objectives