

## EMOTIONAL INTELLIGENCE: The Key to Personal Excellence and Effective Leadership

### COURSE DATE

21 - 23 November 2012

### COURSE DURATION

3 days – 08:30 to 16:30 daily

### COURSE FEES

R10 570 (excl. VAT) per delegate

**5% discount**  
for enrolment 2 weeks  
prior to course date

### WHAT'S INCLUDED

Provision of the course by AstroTech includes:

- Dynamic & knowledgeable facilitators
- A quality folder, notepad & pen
- Training file & CD
- High quality training venue
- Parking
- A course attendance certificate
- Lunch and refreshments

### REGISTRATION DEADLINE

Your completed enrolment form must be received prior to the start of the scheduled course.

TEL 011 582 3222 / 0861 ASTROTECH  
FAX 011 582 3201 / 0861 ASTROFAX  
E-MAIL TRAINING@ASTROTECHTRAINING.CO.ZA  
PRIVATE BAG X80500 HOUGHTON 2041

**0861 ASTROTECH**  
**WWW.ASTROTECH.CO.ZA**

### ★ COURSE OVERVIEW

It has become increasingly apparent that people with high levels of Emotional Intelligence (EQ) are more successful in business and in their professional lives than those who just have high levels of "traditional intelligence". EQ explains why some people excel while others who appear to be of a similar caliber lag behind. EQ helps us to manage our lives and our interactions with others thereby contributing to both personal excellence and greater leadership capabilities. In order to gain insight into how you can develop your emotional intelligence and overall business performance, AstroTech is offering a training course on "Emotional Intelligence: The Key to Personal Excellence and Effective Leadership". The course covers the following key topics:

#### WHAT IS EMOTIONAL INTELLIGENCE [EQ]?

#### UNDERSTANDING THE BENEFITS OF EQ IN BOTH LIFE & THE WORKPLACE

#### THE CONSEQUENCES OF EMOTIONS IN BUSINESS

#### KEY EMOTIONAL INTELLIGENCE FACTORS INCLUDING:

- Social awareness
- Self management
- Self-regulation
- Empathy
- Self awareness
- Social skills
- Self motivation
- Interpersonal sensitivity

#### EMOTIONAL INTELLIGENCE & LEADERSHIP

- The role of emotional intelligence in leadership
- Improve decision making based on improved awareness & controlled emotions
- Temper negative responses
- Learn to channel energy & enthusiasm to motivate
- Increasing capabilities with respect to negotiating, collaborating, relationship building & influence
- Overcoming fear of providing honest & candid feedback
- Learn how to effectively hold people accountable
- Understand how your emotions affect your thoughts and actions
- Learn how to work more effectively with difficult people
- Deal with tension & conflict more constructively
- Developing & contributing to an emotionally intelligent workplace culture

#### DEVELOPING YOUR EMOTIONAL INTELLIGENCE

- EQ vs IQ
  - Assess your own levels of EQ
  - Creating an EQ development plan
  - Learn strategies to develop your EQ
- ...AND MUCH MORE!



## COURSE INFORMATION

### ★ WHO SHOULD ATTEND

- Leaders that want to improve their interaction with their teams
- All staff that have to deal with customers and/or colleagues on an on-going basis
- New Managers who wish to better prepare themselves for their new position
- Anyone wishing to develop into a leadership role
- Anyone else with an interest in Emotional Intelligence

### ★ OUTCOMES

After attending this course attendees should:

- Improve your Workplace Effectiveness with Improved Emotional Intelligence awareness
- Use Emotional Intelligence Knowledge to become a Better Leader
- Learn how to Develop your Emotional Intelligence
- Improve your Decision Making Capabilities
- Learn how to give Honest & Candid Feedback

### ★ TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad & pen
- One month of free telephonic and e-mail support included

### ★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

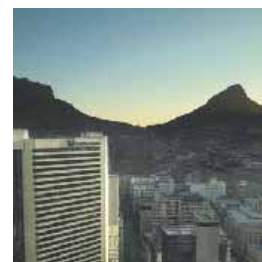
Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

### ★ THE VENUE

The course venue is the Southern Sun Cape Sun, which is a four-star conference venue. The course will be run from 08:30 to 16:00/16:30 daily.

Should you require accommodation at the Southern Sun Cape Sun please contact reservations on 021 488 5105 to book with them. An alternative option would be the St George's Hotel which can be contacted on 021 419 0808.

Course venues will be confirmed prior to course commencement.



### ★ LEVEL 1 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

### ★ TERMS & CONDITIONS

- If the course is not held for any reason, AstroTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at [training@astrotechtraining.co.za](mailto:training@astrotechtraining.co.za) within the following timeframes:
- **CANCELLATIONS:**
  - CANCEL WITHOUT COSTS:** If you advise us BY EMAIL **at least SEVEN** calendar days before the course
  - PAY 50% OF THE COURSE FEE:** If you advise us BY EMAIL **less than SEVEN** calendar days, but more than 24 hours before the course
  - PAY 100% OF THE COURSE FEE:** If you advise us BY EMAIL **less than 24 hours** before the start of the scheduled course, OR if the delegate is **ABSENT** without notification
- **POSTPONEMENTS:**
  - WITHOUT COSTS:** If you advise us BY EMAIL **more than THREE** working days before the course
  - WITH ADDITIONAL FEE (R1,430 PER DELEGATE):** If you advise us BY EMAIL **THREE or less** working days before the course starts, or if the delegate is **ABSENT** without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS**  
Should it be necessary, AstroTech reserves the right to substitute the presenter.
- **COMMUNICATION**  
When a person registers on AstroTech's website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise by AstroTech and/or its business partners.
- **DISCLAIMER**  
AstroTech 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 AstroTech to the client.

COURSE NAME: **Emotional Intelligence**

COURSE CODE: **EQ 20121121 (Cape Town)**

COURSE DATE: **21 - 23 November 2012**

DURATION: **3 DAYS**

COURSE FEE: **R10 570.00 excl. VAT (per delegate)**

Qualify for a **5% discount**, if we receive your form before: **07 November 2012**

DISCOUNTED FEE: **R10 041.50 excl. VAT (per delegate)**

**TOTAL NUMBER OF DELEGATES TO BE ENROLLED:**

**> DELEGATE DETAILS** [Substitutions may be made at any time prior to the start of the training course]

**1** First Name and Surname

Position \_\_\_\_\_ Special Diet:  K  H  V  O

E-mail \_\_\_\_\_

Cell No.           Office Tel No.

**2** First Name and Surname

Position \_\_\_\_\_ Special Diet:  K  H  V  O

E-mail \_\_\_\_\_

Cell No.           Office Tel No.

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE NEXT PAGE.

**DIETARY REQUIREMENTS** [Insert total no. of DELEGATES requiring special meals PER CATEGORY- meal fees below are **additional** to course fee]

KOSHER: R450 (excl. VAT) per day  HALAAL: R305 (excl. VAT) per day  VEGETARIAN: Always available at no cost

OTHER: (e.g. allergies, etc) Please specify: \_\_\_\_\_

Special Needs (e.g. wheelchair, visual disability, etc) \_\_\_\_\_

**> COMPANY / ORGANISATION DETAILS** (Please supply company details as required for a SARS compliant Tax Invoice)

Company Name \_\_\_\_\_

Department/Division \_\_\_\_\_

Postal Address \_\_\_\_\_ Postal Code

Company VAT Registration No.

Main Company Switchboard No.           Fax No.

**> PAYMENT** (Payment is required prior to the start of the training course. **NB:** Use your invoice number as reference on your deposit/EFT)

Purchase Order No. (to be incl. on Invoice if applicable) \_\_\_\_\_

Do you require separate invoices for each delegate? YES  NO

Payment Contact Person \_\_\_\_\_

Office Telephone No.

E-mail \_\_\_\_\_

**> AUTHORISATION**

Name \_\_\_\_\_

Position \_\_\_\_\_

Office Telephone No.           Cell No.

E-mail \_\_\_\_\_

**Authorising Signature:**

Date   /   /

Your booking is confirmed as soon as we receive your completed enrolment form, which you can e-mail to [training@astrotechtraining.co.za](mailto:training@astrotechtraining.co.za) or fax to **011 582 3201**. If you need any assistance whatsoever, please call us on **011 582 3222**.

Submission of this enrolment form constitutes acceptance of our Terms and Conditions, and also serves as confirmation of your authority to make the booking and ensure payment on behalf of your Organisation.

