



Course: Psychology & Emotional Intelligence for Business Professionals

Contact Hours: 24

Pre-requisite: None

Abstract

This unit enables participants to demonstrate an understanding of the basic principles of psychology and their application in the workplace. The fundamentals of personality, behavioural, organizational and counselling psychology are covered, along with current developments in the area of emotional intelligence. This unit equips you with the knowledge, skill and competence to apply principles from the field of psychology to increase individual and collective wellbeing and improve behaviour and performance within the organization.

Target Audience

This course is designed for the following target audience:

- Professionals in all fields who wish to enhance the performance of individuals and teams
- Supervisors, managers, team leaders who want to bring out the best in people or staff
- Persons who want to apply the principles of psychology for professional and personal enhancement

Learning Outcomes

On completion of this course, learners will be able to:

1. Describe the goals of psychology and their application to the workplace
2. Explain how understanding personalities can be of value to individuals and employers
3. Understand and use emotions in constructive ways
4. Understand the role of leaders and manage group processes
5. Discuss learning theory and apply strategies to changing workplace behaviour

6. List factors that contribute to successful coaching and counselling of employees
7. Discuss common personal, interpersonal and societal issues that impact employee performance.
8. Propose adaptive responses to stressors at the individual and organizational level

Course Content

Introduction to Psychology (Learning Outcome #1)

- The science of behaviour
- Fundamental goals of psychology
- Key theories of human behaviour

Job Satisfaction & Working in Teams (Learning Outcome #2)

- Personality Psychology – Traits & Types
- Personality and job satisfaction
- Positive employee attitudes and behaviour

Emotional Intelligence (Learning Outcome #3)

- Defining emotional intelligence (EQ)
- What is your EQ?
- Using EQ in the workplace

Emotional Intelligence & Leadership (Learning Outcome #4)

- How effective leaders use EQ
- Current perspectives in leadership
- Group processes

Changing & Optimising Behaviour (Learning Outcome #5)

- Behaviourism - Learning Theory
- Social learning
- Behaviour modification

Coaching & Counselling in the Workplace (Learning Outcome #6)

- Approaches to counselling

- Coaching and counselling fundamentals
- Personal issues that impact job performance

Communication & Topics in Applied Psychology (Learning Outcome #7)

- Overview of communication
- Public speaking & presentations
- Review of current research

Workplace Stressors & Stress Management (Learning Outcome #8)

- What is stress?
- Signs of stress
- Adaptive responses to stress