



MHRC

MURRAY HOUSE RESOURCE CENTRE

(RTO 2068)

James St, Pinjarra WA 6208 P: (08) 9531 2298

Course Overview V1.0



BSBLDR511 DEVELOP AND USE EMOTIONAL INTELLIGENCE

COURSE OVERVIEW



■ WHO SHOULD COMPLETE THE COURSE?

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 are required to identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems as part of their job role. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Suitable for all levels of leadership roles and aspiring leaders. You do not have to be in a leadership role to complete this course. It will be equally beneficial to all areas of the workplace and you will be able to apply the skills to improve your interaction with your work team and colleagues.

■ HOW IS THE COURSE DELIVERED?

Delivered as a full day workshop.

You can attend the course as a non-accredited course and be awarded a Statement of Participation or you can complete the requirements of the unit of competency and be awarded a Statement of Attainment for the unit BSBLDR511 Develop and use emotional intelligence.

■ HOW WILL YOU BE ASSESSED?

Assessment is competency based and evidence based, so you will be required to demonstrate evidence of your ability to perform the tasks required and the knowledge required to complete the units of competency.

Assessment Method: You will be required to complete structured activities and knowledge questions.

This is only if you elect to complete the nationally recognised unit of competency.

■ HOW LONG WILL IT TAKE TO COMPLETE?

You will be given six weeks to complete the requirements for assessment to complete the unit of competency.



■ HOW MUCH DOES IT COST?

\$250 per person for non-accredited course.

\$350 per person for accredited course, to gain the unit of competency.

Minimum 6 people. Maximum 8 people to maximise interaction with the trainer and assessor and learning outcomes.

■ WHAT IS INCLUDED IN THE COURSE?

5 Key Concepts

- What is emotional intelligence
- Emotions and emotional response
- Emotional hijack
- Emotional contagion
- How to develop emotional intelligence

BSBLDR511 Develop and use emotional intelligence

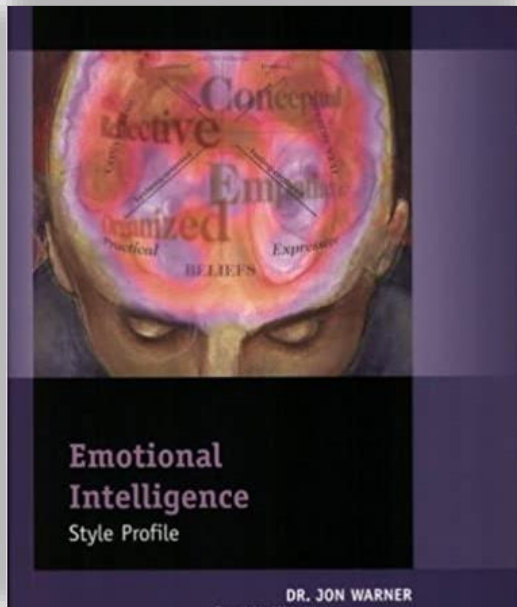
1. Identify the impact of own emotions on others in the workplace
2. Recognise and address the emotional strengths and weaknesses of others
3. Promote the development of emotional intelligence in others
4. Utilise emotional intelligence to maximise team outcomes

You will learn how to:

- conduct an analysis to identify own emotional strengths, weaknesses, stressors, emotional states and triggers, incorporating feedback from others
- identify workplace situations and environments that may trigger an emotional response
- model behaviours that demonstrate management of emotions
- recognise the impact that cultural behaviours and beliefs may have on workplace interactions
- recognise and respond to the emotional states of others
- use emotional intelligence of self and others to enhance team performance
- promote the development of emotional intelligence in others.



■ TRAINING RESOURCES



Emotional Intelligence Style Profile, Dr. Jon Warner

To identify your own emotional intelligence style and design an action plan to develop your emotional intelligence.

This Style Profile is designed to help you understand the way you apply your emotional intelligence style, preferences, and behaviour. It can help you determine how appropriately and effectively you apply your knowledge and feelings in a given situation, and it is this understanding that forms the basis on which you can make adjustments in order to be more effective in the future, personally as well as professionally.

Course workbook.

If you are completing the unit of competency you will also be provided with:

- access to our Learning Management System (LMS) with online course materials and portal to complete your assessments. This is web-based so you will be able to login and work from any location and continue from where you left off
- access to the Murray House Resource Centre Resource Library with all the resources from the workshops including PowerPoints, videos, handouts, website links, downloads
- templates to complete your assessments available online

You will need to have:

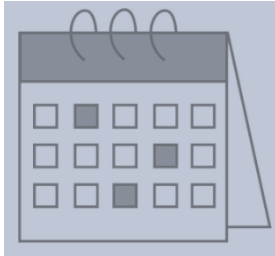
- access to a computer and internet
- basic computer skills to access information online and to complete assessment templates

Qualification Pathways

On successful completion of these units you will have 1 CREDIT towards several Diploma level qualifications including: BSB51918 - Diploma of Leadership and Management (not currently offered by this RTO), TAE50216 Diploma of Training Design and Development and BSB51319 Diploma of Work Health and Safety (offered by this RTO).



■ WHEN IS THE COURSE SCHEDULED?



[See Training Calendar 2020](#)

If you would like to book for your own organisation, dates can be discussed to suit.

■ WHERE IS TRAINING CONDUCTED?



At Murray House Resource Centre in Pinjarra in our dedicated training rooms, equipped with computers and resources required to complete the program **or we can come to you onsite as required.**

Catering is provided for morning tea, lunch is not provided. You have use of our kitchen if you wish to bring your own lunch equipped with fridge, microwave and sandwich toaster. Options for lunch are available nearby including Subway, Dome, Chicken Treat, Old Wok, Domino's Pizza, Muffin Break and local cafes in the adjacent

Pinjarra Junction Shopping Centre.

Recognition of Prior Learning (RPL)

RPL is available to anyone who currently works in this area and can provide sufficient workplace evidence that meets the requirements of the unit of competency. If you wish to consider RPL for all or part of your qualification, please call Murray House Resource Centre to discuss this option with a qualified TAE assessor.

All course enquiries:

Murray House Resource Centre:

P: 08 9531 2298

E: admin@mhr.org.au



**NATIONALLY RECOGNISED
TRAINING**