

## About CRISP

CRISP is established under Indo-German Cooperation agreement as an autonomous organisation of the Dept. of Technical Education and Skill Development, Govt. of M.P.

CRISP provides technical training and consultancy services for Industry Personnel, Government Officers, Faculties of academic and teaching institutions, Students and Jobseekers. CRISP is equipped with the state-of-the-art equipment and technology, latest software, qualified, trained and experienced trainers in the relevant fields.

CRISP has its head office in Bhopal and training centres at several national and international locations.

Other training programmes in Behavioural Science offered at CRISP are :

- Achieving excellence
- Enhancing positive attitude
- Communication and Presentation Skills
- Managerial effectiveness
- Motivating towards excellence
- Positive personality development
- Stress and Conflict Management (Self Hypnosis)
- Team building
- Managing self and motivation
- Leadership development programme
- Training of Trainers
- Excellence through multiple intelligence



## Patron Clients of CRISP



### Contact :

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**CRISP**  
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## MANAGING EMOTIONAL INTELLIGENCE



...unleashing the full potential of men & machines

## MANAGING EMOTIONAL INTELLIGENCE



### Introduction of Course

Emotional intelligence is the skill that help people harmonize, has become increasingly valued as workplace asset. Emotional intelligence plays an important role in job satisfaction and in nurturing cordial and smooth functioning among different level of employees in industry. The awareness regarding how to act and react in different in situations can help achieve the organisational goal.

When the members integrate their cognitive and emotional skills individually and in groups and accentuate their intra and interpersonal strengths and minimize intra and interpersonal weaknesses, work becomes enjoyable and work objectives are achieved.

To resolve conflicts quickly and constructively, employees should know how to express ideas, opinions, disagreements and feelings/ emotions creatively. Thus emotional intelligence constitutes an important component for binding the group at a common platform for achieving the desired goal with a high degree of satisfaction.

### Course Contents

- Emotions
- Intelligence
- Emotional Intelligence
- Real Life Situation/ Relationship Between Intelligence and Emotional Intelligence
- Components and Management of Emotional Intelligence
- Relationship Emotional Intelligence With Colleagues and Subordinates

- Skills, which Helps to Washout Emotional Instability
- Fundamentals of Inter-Personal Relations Orientation
- The Ego-States
- Emotional Intelligence and Management of Stress

### Methodology

The programme consists of a mix of

- Structured and simulation exercises
- Lectures & presentations
- Demonstration & probing
- Interactive discussions & role plays
- Individual & group presentation

### Pre-requisite

- Professionals from all sectors.
- Individuals above 18 years of age.

### Duration

Full time: 5 working days (7 hours/day)

### Course Fee

**Residential** : Rs 19,000/- per participant  
(on twin sharing basis)

**Non-residential** : Rs. 15,000/- per participant  
**Service tax extra.**

### Mode of Payment

Cash or DD in favour of CRISP Society, payable at Bhopal.