



MALTA UNIVERSITY CONSULTING

Emotional Intelligence: 05 March – 21 May 2010 (every Friday)

Lectures: Fridays between 1730hrs & 1930hrs **Venue:** The University Residence, Robert Mifsud Bonnici Street, Lija

05 March	12 March	26 March	09 April	16 April
23 April	30 April	07 May	14 May	21 May

Although we will do our utmost not to change these scheduled dates once course has started, kindly note these are subject to change

AIM AND CONTENTS OF THE COURSE

The 20-hour course is for those who would like to develop effective personal and social skills. Personal and social skills underpin all types of interactions. Hence it is for those who wish to better awareness of their personal selves and their relationships with significant others.

LEARNING OBJECTIVES

- Opportunities to develop emotional intelligence and to get feedback on the success of this from service-users and colleagues
- Demonstrate another way to interact through relationship management
- Manage safely and sensitively (specific) common colleague/service-user issues/problems
- Discuss knowledge underpinning EI concept in interactions
- Show understanding and/or skill in utilizing this concept
- Develop effective relationships with clients and multi-professional teams and get feedback on the success of this
- Recognize the value of and use evidence for practice by discussing and sharing issues
- Identify and discuss broader resource issues that impact on interaction and affect relationships

THE LECTURER

Dr RITA MICALLEF, M.Sc. (Dublin) Cl. Sp. & Lang. Stds., M.Sc. (Leicester), Trg. & HRM, Ed.D. (Sheffield), manages a work force of 60 employees with the Health Division. Qualified in *Training & Human Resource Management* and in *Clinical Speech and Language Studies*. She is a State Registered Speech-Language Pathologist and holds a Teacher Permanent Warrant. Dr Micallef lectures at the University of Malta and has also lectured at various European Universities on Emotional Intelligence. She is also nominated as an expert in the field of emotional intelligence to lecture to students from all over Europe who opt to participate in the Lessius Intensive Programme. She holds a Doctorate in Education: Area researched: Emotions as indicators of performance in Health Care - Towards a redefinition of professionalism in the post modern workplace. She is a Licensed Trainer with the National Autistic Society (NAS). She is a Member on the Board of Studies and the Board of Examiners of the Communication Therapy Division, University of Malta. In collaboration with the University of Cambridge, she co coordinated a research project with regard to students with ADD/ADHD in Malta. She has extensive experience lecturing and training including the facilitation of workshops and seminars.

CONTENT OF COURSE

People with high emotional intelligence (EI) can manage their own impulses, communicate with others effectively, manage change well, solve problems and build rapport in tense situations. These individuals also have empathy, remain optimistic even in the face of adversity and are gifted at educating and persuading others and resolving service-user problems. Emotional intelligence is a set of competencies that can be assessed and learned, and can be improved upon over time. The programme provides an overview of this breakthrough training experience. Four EI competencies are introduced: Self Awareness, Self Regulation, Social Awareness and Relationship Management. The programme speaks about well known organizations where EI is being used to help employees access the power of emotions to create better, more productive working relationships. The participants are facilitated to see how EI competencies can be combined with other knowledge and technical abilities to increase one's overall effectiveness on the job. Participants will go away with specific areas of improvement to focus on and structured, step-by-step approach to developing the required emotional competencies to bring more creativity, energy and intuition to their work, whatever the field.

COURSE FEE, REGISTRATION AND CONTACT INFORMATION

€uro 150 - Cheques to be made payable to Malta University Consulting Limited. Registration Deadline: 26 February 2010
Participants who attend at least 80% of the sessions will be awarded a Certificate of Attendance issued by MUC.

For further information kindly contact:

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