

Social Intelligence Course Details

Department: Workplace Essentials

Presented by Magna Skills Development Institute

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Training Coordinator: Denis Wunganayi



CORPORATE TRAINING
Agency

OUR SERVICES :

- Search Engine Optimization
- Analytics and Data Analysis
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Course Summary

The Social Intelligence Course offered by Magna Skills is designed to help individuals develop the ability to understand and manage social interactions effectively. This course covers the fundamentals of social intelligence, including emotional awareness, relationship building, communication skills, and conflict resolution. Participants will learn how to navigate social situations with confidence, build strong interpersonal relationships, and enhance their professional and personal lives.

Course Objectives

- **Understanding Social Intelligence:** Gain a comprehensive understanding of social intelligence and its importance in personal and professional contexts.
- **Enhancing Emotional Awareness:** Learn to recognize and manage your own emotions and the emotions of others to improve interactions.
- **Building Strong Relationships:** Develop skills to establish and maintain healthy and productive relationships.
- **Effective Communication:** Improve verbal and non-verbal communication skills to convey messages clearly and empathetically.
- **Conflict Resolution:** Learn techniques to handle and resolve conflicts constructively and peacefully.

Course Outline

Module 1: Introduction to Social Intelligence

- Definition and components of social intelligence
- Importance of social intelligence in personal and professional life
- Self-assessment of social intelligence skills

Module 2: Emotional Awareness and Regulation

- Understanding emotions and their impact on behavior
- Techniques for emotional self-regulation
- Recognizing and responding to the emotions of others

Module 3: Building and Maintaining Relationships

- Principles of relationship building
- Developing trust and rapport with others

- Strategies for sustaining long-term relationships

Module 4: Communication Skills

- Verbal and non-verbal communication techniques
- Active listening and effective questioning
- Conveying empathy and understanding in conversations

Module 5: Social Perception and Understanding

- Reading social cues and body language
- Understanding social norms and cultural differences
- Enhancing social perceptiveness

Module 6: Conflict Resolution and Management

- Identifying sources of conflict
- Techniques for resolving conflicts amicably
- Role-playing scenarios to practice conflict resolution skills

Module 7: Influence and Persuasion

- Principles of influence and persuasion
- Ethical use of persuasion techniques
- Building credibility and persuasiveness

Module 8: Networking and Social Capital

- Importance of networking in personal and professional growth
- Strategies for effective networking
- Building and leveraging social capital

Module 9: Team Dynamics and Collaboration

- Understanding team roles and dynamics
- Enhancing collaboration and teamwork
- Managing diverse teams effectively

Module 10: Practical Exercises and Real-World Applications

- Hands-on exercises to practice social intelligence skills
- Case studies and role-playing scenarios
- Group discussions and feedback sessions

Who Can Attend:

- Business professionals and managers
- Team leaders and supervisors
- Customer service representatives
- HR professionals
- Educators and trainers
- Individuals seeking to improve their social skills

Summary: The Social Intelligence Course provides participants with the knowledge and skills to effectively navigate social interactions, build strong relationships, and manage conflicts. Through a combination of theoretical learning, practical exercises, and real-world applications, participants will enhance their emotional awareness, communication skills, and social perceptiveness. This course is ideal for professionals and individuals who want to improve their social intelligence to achieve success in their personal and professional lives.

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Company Overview

Who We Are: Magna Skills is a premier training and capacity-building organization specializing in professional development for government institutions, NGOs, and the private sector.

Our Mission: To provide world-class training solutions that equip professionals with the expertise needed to excel in their

careers and contribute meaningfully to their organizations.

Our Vision: To be the leading provider of professional training and development across Africa, fostering excellence, innovation, and capacity-building in public and private sectors.

Core Values

- **Excellence** – Delivering high-quality training tailored to meet the evolving needs of professionals.
- **Integrity** – Upholding the highest ethical standards in all our engagements.
- **Innovation** – Embracing new technologies and methodologies to enhance learning experiences.
- **Customer-Centric Approach** – Ensuring client satisfaction by providing relevant, practical, and impactful training.
- **Collaboration** – Partnering with industry experts and institutions to provide the best learning opportunities.

Our Training Methodology

We use a blended learning approach that includes instructor-led training, case studies, workshops, and post-training support.

Why Choose Magna Skills?

- Experienced Trainers
- Customized Training Solutions
- Interactive Learning
- Global Recognition
- Proven Track Record

Request for Training Form

Complete the form and share with Magna Skills Support Team on email info@magnaskills.com or Send Whatsapp on: +27630079022

| Approval & Authorization | |
|--------------------------|---|
| Applicant Details | Course Details |
| First Name: | Course Name: |
| Last Name: | Training Venue: |
| Mobile: | Month: |
| Email: | Training Method: Online[____] Face to Face [____] |
| Company Name: | Duration: |
| Country: | Number of Staff Members: |

By signing this agreement, both parties confirm their commitment to the terms outlined in this proposal.