



INTERNATIONAL CERTIFICATE IN EMOTIONAL SKILLS AND COMPETENCIES **A Paul Ekman Approved Course**

A three day international certification program

EMOTIONS - WHAT ARE THEY AND HOW DO WE DEAL WITH THEM?

This course is about emotions - feeling, recognising and managing emotions in ourselves and others.

Emotions are part of being human. We think and we feel...and we act.

Emotions are what power our actions, they give us passion, motivation and energy, they give us the energy and focus to decide and act.

We all want a happy and secure emotional life and in business, research has shown emotional intelligence is crucial for success.

Emotions are wonderful - and they can get us into trouble.

They can overpower us and sweep us away.

When we do not recognise and manage our own emotions, we can act impulsively and put work and relationships at risk.

When we do not recognise and manage other people's emotions the same can happen.

In this program you will find the emotional intelligence and awareness to appreciate and manage our own emotions, and manage other peoples' emotions.

EMOTIONAL INTELLIGENCE

The importance of emotional intelligence is universally recognised.

But how do you use it to make a difference?

You need emotional competence - how to work with emotions.

This is Paul Ekman's unique contribution.

Perceiving emotions – the ability to detect and decipher emotions—including the ability to identify one's own emotions.

Without this you cannot go further.

Using emotions – the ability to harness emotions to help thinking and problem solving. Understanding emotions.

Managing emotions – the ability to regulate emotions in both ourselves and in others (even negative ones).

This program will help you in all these areas.

WHAT WILL YOU GET FROM THIS PROGRAM?

This program will help you recognise and manage emotions better in oneself and others.

It is based on up to the minute research in psychology and behavioural science.

It will give you the knowledge, skill and awareness to evaluate verbal and non verbal communications from others, and awareness of your own.

- You will learn to read emotions through the five communication channels:
 - facial expression
(Including micro expressions where the emotions are shown on the face for fractions of a second.)
- Voice tone
- Verbal style
(The characteristic pattern of how people speak naturally.)
- Verbal content
(Words spoken)
- body language
(How body language reflects emotion)

The course is fast, fun and interactive and extremely practical.

You will learn and practice the skills in a safe environment with a Paul Ekman approved trainer.

There is a graded international certificate on successful completion of the program.

COURSE AIMS

To enable you to be aware, recognise and manage your own emotions, to recognise emotions in others and use the best strategies to manage emotional situations with others and build good relationships.

COURSE OBJECTIVES

By taking this course you will be able to:

- Understand how emotions work - where they come from and how they manifest.
- Recognise and deal with your own 'hot triggers'.
- Be more aware of your own emotions and have better strategies to deal with them.
- Be aware when you are in the grip of an emotion
- Develop the capability to monitor yourself emotionally
- Increase your observation skills in all five channels - what to look for and how to look for it.
- Increase your listening skills in all five channels - what to listen for and how to listen for it.
- Be able to recognise micro expressions of emotion in others.
- Recognise emotions accurately in others to understand them and build good relationships.
- Recognise emotions in others to aid deeper understanding
- Use this information to work with others constructively.

WHO WILL BENEFIT FROM THIS COURSE?

This is a course for everyone who values emotional intelligence, values their emotions and wants to bring more awareness to their own emotions and improve their relationships with others.

It is very useful in managing, negotiation, relationships, training, coaching and consulting.

PROGRAM

Day one

Introductions
Introductory exercises
Emotions defined
How emotions work
managing your emotions
Video exercises
Mindfulness
Summary and review

Day two

Micro expressions exercises
Facial expressions as an emotional channel
Subtle, partial and masked expressions
Channels of communication
Body language and how it expresses emotion
Video exercises
Emotion in verbal style, Voice tone and words
Summary and review

Day three

Feed forward - Practical Applications
PEER Analysis (Planning, Engagement, Exploration,
Resolution)
Video analysis
Summary and review

ABOUT PAUL EKMAN

Dr. Paul Ekman is a pioneer in the scientific investigation of human behaviour.

He is particularly well known for his work on human emotion and facial expression, and applications in detecting lies and truth.

He was an undergraduate at the University of Chicago and New York University and received his Ph.D. in clinical psychology at Adelphi University in 1958, after a one year internship at the Langley Porter Neuropsychiatric Institute.

After two years as a Clinical Psychology Officer in the U.S. Army, he returned to Langley Porter where he worked from 1960 to 2004. His research on facial expression and body movement began in 1954, as the subject of his Master's thesis in 1955 and his first publication in 1957.

Over the next decade, he focused more on social psychological and cross-cultural aspects. In addition to his basic research on emotion and its expression, he has, for the last thirty years, also been studying deceit.

Currently, he is the Founder and President of the Paul Ekman Group, LLC (PEG), a company that produces training tools relevant to emotional skills, and is initiating new research relevant to national security and law enforcement.

He has established Paul Ekman International PLC under license to create a network of Licensed Delivery Centres across the world to make his work more accessible. Lambent is one of these Licensed Centres.

