



Cyprus College

The School of Professional Studies

CULTIVATE & LEAD WITH EMOTIONAL INTELLIGENCE

6 CPD UNITS

We are living through a period of extraordinary uncertainty—about our physical safety, our economic security, and the daily conditions in which we are operating. One consequence: an undercurrent of emotional disturbance characterized by rising levels of anxiety, depression, fear, and stress. This course provides how to confront these challenges on an individual level, to support a wide cross-section of people, all of whom have their own range of experiences, emotions, and resources for responding. With hands-on approach, you will also cover Empathy in your communication, to promote strong workplace relationships and apply emotionally intelligent Listening, Supporting and Questioning Skills to Coaching.

DATES & TIMINGS



Classroom

NICOSIA

02/06

FRIDAY

9.00-16.00

COST: €130+VAT

DISCOUNTS ARE
AVAILABLE FOR MULTIPLE
REGISTRATIONS FROM THE
SAME ORGANIZATION
CALL US TO FIND MORE!

TOPICS TO BE COVERED

Emotional Intelligence

The Core of Emotional Intelligence – Five Components

- Self-Awareness
- Self-Management
- Social Awareness
- Empathy
- Relationship Management

Emotional Intelligence Process

Improving Your Emotional Intelligence

Use Emotional Intelligence in Coaching

Why Coaching is Important

Setting the Stage

Levels of Listening

Exploratory Questions

Building Rapport

TARGET GROUP

This course is designed for: Human Resources, Marketing, Sales, Financial, Accounting, Technology, Operations, Back Office, Call Centre, Customer Support/Service/Retention/Experience, People Managers & Team Leaders.

LANGUAGE OF INSTRUCTION: ENGLISH

Take the **next step UP** in your career. Sign up now!

Tel: 22713230 | Email: SPSNicosia@cycollege.ac.cy

INSTRUCTOR: ELISABETH KESTERLIAN-CORPORATE TRAINER

Elisabeth is a holder of a bachelor's degree in business administration and joined Reuters/Thomson Reuters Nicosia in 2007. She launched her first Customer Service Six Sigma project in 2013 through Siebel CRM to reduce responsiveness time to customers in Financial Services, FTSE London and MSCI. In 2016, she played a key role in migrating to the new generation Salesforce software solution, Service Cloud, and continued her journey with several projects in Data Quality Management with BlackRock, MSCI and HSBC. In 2017, Elisabeth refocused and empowered frontline teams in different locations to shift from a Service to an Experience mindset and eventually launched the first Experience Pulse project within Content Customer Operations team globally, leading and improving Net Promoter Survey (NPS) scores with key clients such as STOXX, MSCI, FTSE/LSE, JPMorgan, and others. As an advocate for great Customer Experience in Cyprus, Elisabeth continues her journey as a corporate trainer of professional development courses. She recently joined the Cyprus Mail and is also contributing to Cyprus 4.0, the fourth Industrial Revolution, a paradigm created by McKinsey Consultants and the World Economic Forum.