

Emotional Intelligence and Anger Control

1. Overview

This programme is designed to provide participants with practical tools and strategies to effectively manage anger and promote healthy, productive interpersonal relationships. Through an exploration of wellness principles, emotional intelligence, effective communication, and workplace relationships, participants will develop the ability to identify emotional triggers, understand emotional responses, and regulate anger constructively. The programme supports improved communication, collaboration, and professionalism in both personal and workplace environments.

2. Programme Outcome:

- Demonstrate an understanding of emotional intelligence principles within personal and workplace contexts
- Analyse the role of emotional intelligence in interpersonal and intrapersonal relationships
- Evaluate the impact of emotional intelligence on behaviour and performance at work and in daily life
- Assess their own level of emotional intelligence
- Communicate effectively with colleagues and clients
- Collect, analyse, and apply relevant information
- Compile feasibility, commissioning, and technical reports
- Communicate assertively with clients and fellow employees
- Develop and implement strategies to build constructive working relationships with team members and management
- Identify and reduce personal conflict in the workplace

Qualification:	Certificate of Completion
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0875
SAQA US:	252031, 12433, 252027
NQF Level:	5
Credits:	18
Entry Requirements:	Communication & Mathematical Literacy at NQF 4
Training Options:	Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(252031 US):** Apply the principles and concepts of emotional intelligence to the management of self and others
- **(12433 US):** Use communication techniques effectively
- **(252027 US):** Devise and apply strategies to establish and maintain workplace relationships

4. Topics

- Module 1: Personal Wellbeing and Self-Awareness
- Module 2: Emotional Intelligence in Practice
- Module 3: Assertive and Effective Communication
- Module 4: Developing Positive Workplace Relationships

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding
- **Practical Assignments:** Hands-on tasks related to course topics
- **Workplace Assignments and Logbook:** Application of skills in real-world settings

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation