

# Mastering Emotions

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*The other skills you need for success*

## Overview

**Mastering Emotions** is a course that teaches the skills of **Emotional Intelligence (EI)**. Emotional Intelligence is the ability to recognise and manage your emotions, and respond well to the emotions of others. EI has four quadrants: *Self-awareness, Self-management, Social Awareness, and Relationship Management*. Each quadrant has its own skills, but is inextricably linked to the other 3. **Mastering Emotions** is available to workplaces, private groups and in a downloadable video version.

**Private individuals** will benefit by better understanding and taking charge of their emotions before they get out of hand, reducing distress and the risk of damaging their relationships.

**Workplaces** will benefit because leaders, managers and staff who are in control of their feelings function more effectively. When reactivity and stress are understood and controlled, the workflow improves. Losses resulting from poor behaviour are reduced. Staff benefit by their improved ability to understand and manage their own and others' emotional reactions when stress or change occurs.

## Rationale

When individuals fail to understand and manage their emotions, reactivity can get out of hand. Physical and mental health are eroded. Downward spirals occur, leading to more serious problems, such as violence and illness. People are damaged and relationships suffer. Understanding how emotions work and how to take control before it's too late is a skill worth having.

Business and organisational leaders also realise that dealing well with emotions is crucial to working effectively, especially amidst economic change and uncertainty. When leaders and staff are challenged by unexpected or unwelcome events, they need personal resources to fall back on.

## Course Details

The course has traditionally been available in in-person group courses, for both private and workplaces. At present, these are suspended due to the pandemic. We hope that these will run again before too long. In the meantime, we have developed an on-line video version. The course covers the important four quadrants: *Self-awareness, Self-management, Social Awareness and Relationship Management*. In this course, there are video presentations, commentary, between-session activities and a certificate on completion.

## Participants

When running, the in-person course is suitable for private and workplace groups - anyone who wants to improve their 'people skills', including managers, leaders and teams. The video course can be taken at any time by individuals. Follow the website links for more information and to enrol.

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