



# IMSIMBI

## TRAINING

# UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents

## **Emotional Intelligence and Personal Mastery – 3 DAYS**

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



This course is accredited by the Services Seta and the material covers unit standard 252031 at NQF level 5 with 4 credits.

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## COURSE OBJECTIVES

Imsimbi Training's emotional intelligence course is a life changing programme that can have a tremendous impact on the success and effectiveness of your work life, career and home life. Over three thousand delegates have attended Imsimbi Training's Emotional Intelligence course both locally and internationally and have found it extremely beneficial.

**Emotional Intelligence** is the single most important indicator in producing people who are able to work effectively in organizations at the highest levels. Longer term sustainability, requires that people go beyond I.Q. and develop their full E.Q.

This course is an invitation to go on a journey of self-awareness and develop effective and professional interpersonal skills. Furthermore the course helps you understand and manage your negative emotions and increase your resilience. In fact it is known that it is not the hardest working or most intelligent people who succeed, but people who have high levels of emotional intelligence and who are able to illicit the cooperation of their colleagues and lead and motivate teams of people.

EQ explains why some people excel while others who appear to have similar capabilities lag behind. This course will contribute to both personal excellence and greater leadership capabilities. The course helps delegates develop a range of tools and techniques for building their emotional intelligence for an effective and successful life. This course is a fun, interactive and thoroughly stimulating course. See the over 100 testimonials for this course from page 5 onwards.

"I want to thank you for the privilege I had of attending this course. It was everything I expected and more! The course was informative and the trainer made it very interesting and interactive. The course was insightful, educational and most definitely helpful and useful in the workplace. If I had any say in the matter, I would suggest that each and every person attend this course. Purely for the reason that employees need these skills to be able to make our working environment a pleasure to be in every day."

*Therese Kruger - Rand Mutual*

"The best course I have ever attended in my career. Thank you for changing my life and steering me in the best direction for continued self-awareness and growth."

*Mariaan Mybergh, CSIR*

"I enjoyed every moment. The facilitator was superb. I discovered myself. The course was awesome. The facilitator, staff and training atmosphere were remarkable."

*Dinah Sithole, Samchem*



# COURSE OUTLINE

## MODULE 1: Emotional Intelligence and Self-awareness

- Self-awareness and Mindfulness
- Emotional Intelligence core competencies
- Johari's window
- Enneagram Personality Test – 6 page assessment & analysis
- Enneagram Personalities – Understanding my Colleagues
- Locus of Control

## MODULE 2: Interpersonal Skills and Communication

- Developing polished interpersonal skills with staff and colleagues
- Listening Skills
- Getting along with my manager
- Transactional Analysis
- Deal with tension and conflict more constructively
- Conflict Management techniques
- Learn how to give honest and candid feedback appropriately
- Learn to receive negative feedback constructively
- Good interpersonal behaviours
- How to work well with people
- The iceberg model – the Enneagram compulsions
- Communicating assertively
- Assertiveness techniques
- Assertiveness test
- Dealing with aggressive people in the workplace
- Showing appreciation





### **MODULE 3: Self-regulation: managing negative emotions**

- The skills of self-regulation
- The skill of shifting focus and attention
- Recognising negative emotions & their negative impact
- Temper negative responses
- Techniques for managing and controlling one's negative emotions
- Managing anger – the Amygdala hijack
- Learn how to work more effectively with difficult people
- The ability to heal – the healing process
- Finding the gift in difficult times
- Resilience: Bouncing back quickly after a setback
- Managing stress

### **MODULE 4: Developing a positive emotional focus**

- Gratitude
- Counting your blessings
- Making a daily choice to be happy
- The law of positive attraction
- Learn how to channel energy and enthusiasm to motivate
- Developing empathy
- Empathy in the workplace
- Emotional Intelligence Test

### **MODULE 5: Self Confidence and Resilience**

- Appreciating yourself
- Building self-confidence
- Reject rejection



- Confidence and determination

## MODULE 6: My Purpose and Goal Setting

- Identifying my soul purpose or life purpose
- Reflections on my talents, gifts and core genius
- Motivation, passion and energy
- Life Balance – developing a balanced lifestyle
- Setting long term goals and objectives
- Considerations, fears & roadblocks
- Developing an orientation for taking action
- Spiritual & emotional intelligence

## COMMENDATIONS

“The course was more than just training. It was heartfelt, spiritually uplifting and life-changing. Arguably the most meaningful and professional training I have ever done. Thank you for making it so special.” Terry Goliath, BMW Group

“One of the best courses I have attended. The whole world needs to attend this course!” Tebogo Modukanele, Medipost

“I would recommend this course to anyone. A brilliant teacher and guide. Beautiful presentation. I value the ability to teach a person the meaning of life and the ability to find yourself. A wonderful course and would do it again!” Keith Pillay, Board of Healthcare Funders

“Thanks a lot for all you teach us, and for your passionate demonstration. Showing us where we stand, where we need to focus and where we need to go to, to become better persons, in both our professional and private lives. Thank you once again.” Delphine Godin, Duracell Geneva, Switzerland

“The training is life changing. I would definitely recommend the course to all my friends and colleagues.” Mpho Maneta, Media 24

“One of, if not the best course, I have ever attended! Can’t thank you enough for the course.” Dawn Wyngaard, IEB

“This is a course to attend over and over again. I loved it. I would love for the whole of SAS to attend this course. The facilitator was amazing, with a phenomenal personality. Lesego Rapoo, SAS Institute



"I would recommend this course to every employee in my company. Please encourage our HR to send all employees on the course. Lizette van der Merwe, Bestmed

"This was the best course ever and I am going to advise all my colleagues to come and do this course. All my managers as well. Thank you so much for this opportunity." Olive van Dyk, Bestmed

"This course has opened the key to dealing with personal and work difficulties. It has become the mind map for personal growth." NHBRC

"It was an outstanding and life changing course. I will be definitely referring this course to others." Shahim Sarlie, Pick n Pay

"It was a blessing to attend a course where Spiritual Intelligence was included. An amazing facilitator full of energy, lovely sense of humour, engaging & kind. An eye opener in terms of self development & purpose in life to make you become a better person & give back to society." Rand Mutual

"A very important topic and great delivery. Good adaptation of presenter into the group. I loved the appreciation game. We would like to see your whole offering of training courses. We see Imsimbi as a very professional partner going forward." Zeljka Omazic, Duracell Geneva, Switzerland

"Excellent opportunity to get to know my profile and how that affects my relationships with others in my team. Must continue with other departments within our company." Murat Belgil, Duracell, Geneva Switzerland

"It was an excellent training course and we learnt a lot of really valuable knowledge. Thank you Imsimbi." Mooza Al-Naimi, Barzan Holdings, Doha Qatar

"Great course and great facilitator." Abdulrahman Ali Harib, Barzan Holdings, Doha Qatar

"Every section of the course was valuable and added value for me. I learned a lot about my personal emotions and thoughts. It will definitely be helpful for me in the workplace." Maryam Alkuwari, Barzan Holdings, Doha Qatar

"I really enjoyed this emotional intelligence course, because I got a chance to get to know myself better. I learned how to control my emotions and how to deal with others better." Alreem Johar, Barzan Holdings, Doha Qatar

"The course must be compulsory. Its very good especially when it comes to managing conflict in the workplace." Lindiwe Madonsela, Department of Trade and Industry

"Excellent. To be recommended to my whole team at Accenture Procurement. This course is a must!! Excellent coverage of material!" Sanet Gardner, Accenture

"I wish I had attended this course 30 years ago. I would have been a better person as a family man and in my career. I enjoyed this course and have learnt so much from it. It is very practical and can help improve management and leadership skills. I would recommend it to all managers and employees." Johannes Sekhobela, DTI



"I really enjoyed the training. It will definitely change my life. I have learnt a lot, my life will change positively."  
Lester Beyers, SAS Institute

"One of the best courses I have attended in my life. A very beautiful venue and facilities." Atty Sobayeni, CIE

"Beautiful and insightful course. Really challenging and thought provoking." Siphephelo Griffiths, Department of Trade and Industry

"Amazing content. Excellent course. I am so glad I did this course!" John Deere, Fundiswa Masilela

"Amazing course!" Emile Strijdom, Infobip

"The facilitator is a born leader, very charismatic, charming, flexible and well informed!" NHBRC

"A great course! I enjoyed it very much. Thank you for an awesome course!" Kelvin Golden, Camaf

"This is the best training course I have ever attended!" Moria Manda, BPL – Bidvest

"I attended the course you offered in Emotional Intelligence and Personal Mastery and my life has never been the same since. I notice that I have developed a lot of empathy and self-awareness. I no longer fight or argue over every little thing. Your method of offering the course and your openness is so unique."  
Mmabatho Gwangwa, South African Reserve Bank

"It is with great pleasure and enthusiasm that I am writing this letter of recommendation for Imsimbi's course on Emotional intelligence. During the course I discovered myself and my inner strength. Their creative ideas for presentations and activities were inventive, entertaining and very effective. This experience had a profound effect on my life, not only did my self-confidence improve but also the way I see the future."  
Hendrik Beukman, Goldfields

"Informative course, relatable content. Lovely venue. Would definitely recommend this course to others."  
Londeka Zondi, Camaf

"The course was outstanding, really beneficial and upbuilding. Helped us come to understand ourselves better and to believe and trust more in ourselves." Heleen Liebenberg, Telkom

"I appreciate that you took us through the training with great skill, knowledge, humour and consideration for every person." Lizelle Nel, Hollard Insurance

"I appreciate every one of the three days spent on this course. A lot was learnt about myself. Your patience, knowledge and sense of humour was great. The whole experience was amazing. Roxanne Mather, Steiner

"Very valuable training. Best course I have been on. I really took a lot from this course. Thank you." Ornella Zaurrin, Infobip Africa

"The training was very helpful. It helped me in ways which I thought wasn't possible. It made me realise my great strengths. So, thank you to the facilitator for the wonderful week with lots of knowledge." Business Partners, Ntombi Mokale

"Great course and team. Really enjoyed the course. Keep up the good work - facilitator. Stunning work!!"  
Sanlam, Nothemba Bayi





“This course has uplifted me in such a way that I will now be able to have peace with myself and with others. It helped me to gain confidence and to see others in the best possible light. It has helped me to be more passionate and helpful in the workplace and elsewhere. The facilitator was excellent.” Patience Mashau, IDC

“Excellent to have a mature person facilitating this course. Not for a young person with limited experience. Great to have the openness, people skills, knowledge and experience on such a broad range of topics, as well as dealing effectively with the different personalities in class. Would be great to have facilitators of this calibre in some of the other courses.” Henrietta Samuels, Unisa

“The course was fun, motivational and comforting, but mostly inspiring and life changing! The facilitator was very warm and friendly, confident and inspirational.” Jessica Lunsky, Pick n Pay

“Great course! Thank you very much! Hope to see your business grow from strength to strength. The environment created, which allowed for free participation.” Patrick Kaka, African Resonance

“This is the most valuable course I have attended. This course has proven to be of great benefit to me and has been a great eye opener.” Mantsebeng Tsotetsi, Accenture

“The best course I have attended in a long time. It will change my life both professionally and in my personal life. Loved it to bits. A great course for self-discovery.” Gerda Fouche, Dept of Economic Development & Tourism

“Thank you it was lovely. I feel like a brand new person. The food was divine. Everything was good.” Gabisile Ngcobo, Media 24

“I have attended emotional intelligence courses before, but this training course was more in-depth and really gave me more insight to reflect on.” John Deere, Alice Ngibuini

“This course was extremely interesting. I enjoyed the class. There was lots of humour and well presented. Thanks to the facilitator!” John Deere, Leatitia Moolman

“Very good and well-presented course. Friendly presenter. Thank you.” John Deere, Glenrose Seoe

“Great handouts. The course was very helpful and informative. Excellent facilitator and great content.” John Deere, Charmaine Mungal

“It was really a good course. Eye opening. Knowing who I really am and why I act the way I do. Really glad that I was part of these sessions. Very insightful.” John Deere, Carla Engelbrecht

“Great course and great to meet the facilitator who was of great help during the course. Thanks so much!!” Krones, Andre Roos

“It was an invigorating and enlightening experience. Thank you to all in the team.” Fawzia Naidoo, CIE

“A beautiful course. A wonderful group of people and a brilliant facilitator.” Kajel Dewoonarain, Imdex Limited

“Thanks again for the opportunity so that we could attend this course. Surely it impacted my life tremendously.” David Lumley, SMEC





“The programme was very useful, life changing and empowering.” Sigfried Tirana, Department of Science and Technology

“This is a much needed course for working people. The facilitator was amazing, very knowledgeable and shared many personal experiences and practical examples.” Karabo Mlambo, Department of Science and Technology

“You taught me so much. I look forward to our next training. You are amazing at your job. Thanks.”

“I appreciate your gentle way of teaching; sharing your personal challenges and achievements with us.” Zarika Baartman, BMW

“Definitely an amazing growing course. Thanks for your passion and laughter.” Heyno Landman, The Dental Warehouse

“This is a very well put together course. I really enjoyed it, it was great. I loved the interaction. I learned a lot and I am definitely going to really apply what I learnt.” Amanda Visser, Hoya Hill Optics

“The programme was excellent. The facilitator was great. I liked his sense of humour and his deliverance of this programme. He is friendly, easy to approach and I was very comfortable in the training environment because of his warmth. Thank you.” Nhlanhla Hlungwani, Telkom

“The programme is a good initiative and I have learnt a lot. I must say the trainer made this easy and interesting. The programme was beneficial in that I have learnt how to conduct myself in the office. I have also learnt how to control my emotions.” Gift Dibakoane, Telkom

“Imsimbi should keep on doing the great job it is doing. This course has played a very big role in my life. I have discovered my strengths and weaknesses through this programme and I have discovered the kind of person I am.” Lebogang Matimulani, Telkom

“This is a life changing course. I highly recommend it to other colleagues.” Amukelani Rikhotso, Department of Trade and Industry

“The course was great. Thank you to Imsimbi. This course is important for all humans. It should be compulsory for all the staff.” Hilda Mabhena, DTI

“A very good and interesting course that will help me throughout my personal and professional environment.” Tebogo Motlapele, DTI

“Everything was amazing. Keep it up Imsimbi!” Refiloe Mokiri, DTI

“The facilitator is very knowledgeable and uses great examples to clarify the material. The whole course was exceptional.” Suzan Mabunda, DTI

“Everything was beneficial. I could do this course over and over again, so as to strengthen the skills learnt.” Magdalena Thwala, DTI

“Imsimbi is on the right track in the courses they offer, teaching all over the world. Attending this course was very informative.” Kea Lesabane, DTI



'I found the experience mentally and emotionally fulfilling. We had a great facilitator and would come and train here again! Even the food was great, lovely staff! Everything that I have learnt has turned into a skill I will use forever. I have learnt more about myself. Imsimbi needs to market themselves more.' Theresa Segage, SAFCOL

"Allow me to compliment you and your company on the good work that you do. I've benefitted so much from the opportunity presented to me. I found my inner self after 43 years, but still thankful for the timing. I've learned so much – things that you already knew just fell into place. After the three day Emotional Intelligence course I left a totally different person and therefore I have only Imsimbi to thank. Being mindful of oneself and to take care of oneself first is a principle I never practiced. Since the course I took better care of myself and I noticed the difference. I'm recommending this course far and wide and I believe everyone in my company will be able to benefit from this course." Lizette van der Merwe, Bestmed

"Brilliant course indeed!" Moipone Pitsi, Department of Trade and Industry

"It is a very good course. Very beneficial and I highly recommend it." Jessie Bulunga, Department of Trade and Industry

"Very good course. Will definitely advertise it continuously to the Hollard staff." Marcia Allens, Hollard

"The facilitator gave an exceptional course!" Andrea Clark, Camaf

"This course was absolutely wonderful. The facilitator had us eating out of the palm of her hand and never for one second lost our attention or focus. This course provided me with so much knowledge about the individuals in the team and how we need to be cognisant of each other's personality types in order to work together successfully. In addition the facilitator filled me with such positivity and energy that I want to go out and conquer the world!" Varsha Maharaj, Oceana Group

"The course was great! The facilitator was outstanding! Thank you!" Lesley Miller, Accenture

"Our facilitator was really attentive and went out of his way to help me out. Maintain the small intimate sessions. I didn't feel like a number and it made opening up very easy." Oscar Mngomezulu, Media 24

"Interesting course! It was very meaningful whereby you can apply what you have learnt both at work and at home with personal relationships." Dharshan Naidoo, Infobip

"The facilitator is very good and determined. It couldn't get any better than this!" Nzumbululo Mamburu, Purple Blue Technologies

"The facilitator was great and showed great knowledge about emotional intelligence. This course taught me a lot about self-awareness." Olga Stephenson, Landis & Gyr

"Great course. I enjoyed the facilitator's interaction and engagement. The staff were super friendly and very accommodating." Shaun van Rooyen, Infobip

"Loved the course. A lot of soul searching. Deep conversations and understanding of why certain emotions allow certain reactions." Rene Sinclair, Hollard

"The emotional intelligence course was very, very helpful and life changing. An exceptional facilitator." Mohsin Sheik, Select PPE



“The course was very good. It had a clear teaching. And the facilitator created a great atmosphere.” Vanessa Minnie, Hollard

“I loved everything – very friendly and welcoming! The course was all positive!!” Niel Pillay, Infobip Africa

“Everything was great. The course was helpful. Thank you, to the facilitator.” Kgomotso Pule, BMW

“I loved the training. I learnt so much about myself and how to improve. I would definitely come back and advise other people to come through as well.” Shamila Gungiah, Camaf

“The course was so informative and fruitful for both my work and family. I am now more confident than ever. Imsimbi helped me to discover myself.” Sakana Matlala, Dept of Water & Sanitation

“Loved all the personal assessments, which really helped me to understand myself better. I loved all the interaction and conversations. The facilitator was great!” Cathryn Rampton, Up Time Consulting

“The course is very well prepared, delivered and communicated in a professional and energetic way.” Ruan van der Merwe, Hall Core Drilling

“I was very impressed overall. Great content. He moved through a lot in a short period. He kept us interested by diversifying the content and incorporating lots of different topics. I really enjoyed the course and learnt a lot.” Nicole Tiedemann, Infobip

“This is a very insightful course and lives up to the slogan of the company. It really helps you unleash your potential. It raised much self-awareness.” Shaun Albert, Polmed

“He is so professional and a very good facilitator. I really appreciate his assistance and offer to assist when in need.” Semi Maseme, SABC

“The course was very good and I would recommend it to all my colleagues and friends. It opened my eyes and made me aware that I am capable of controlling and managing my emotions.” Gugu Mayisela, Engen

“The course was very good and really exceeded my expectations. The content of the course was very valuable.” Lucky Lukhele, DWS

“It was a very good course and I strongly recommend that everyone in our organisation attends.” NHBRC

“A very informative course and outstanding presentation from the facilitator.” NHBRC

“The course was so informative and encouraging. The course was definitely life changing. I will also be able to share this wonderful knowledge with my subordinates, family and friends.” NHBRC

“The facilitator was exceptionally good. He displayed a great command of interpersonal skills and kept the class engaged at all times.” NHBRC

“The training was informative. I would do the course again if given a chance. The knowledge I gained will help me in the workplace and in my personal life. Going forward I promise to do things in a different way.” NHBRC

“The course content, duration and trainer was excellent. It was a pity that the whole office was not included in the training, it could really benefit everyone.” NHBRC





"I would recommend this course, but only with this specific trainer as the trainer. He kept me engaged, interested and I was not bored or tired. He knows the course content and related his personal experiences which each one of us could relate to. Thank you so much !!!" NHBRC

"This was an amazing course and honestly this has changed me and my views a lot. I learned so much and got a lot of advice for aspects that I have been struggling with. I would definitely recommend this course to any person that I know." Thuthukani Finance

"Enjoyed my session with the facilitator, more specifically the breathing exercises. Loved his personality. Loved the course." NHBRC

"Thank you David I really learned a lot. And I am ready to face all the situations in a positive manner. Thanks!!" NHBRC

"The facilitator has a really good and positive spirit. A lot about my personal life skills and handling of situations have really taken a positive turn because of his teachings. Thank you so much!!" NHBRC

"The training was very informative, easy to understand, and also it has completely changed the way I relate with my peers going forward. Thank you to the facilitator." NHBRC

"Excellent course, would recommend it to everyone!" NHBRC

"The facilitator was excellent!" NHBRC

"I enjoyed doing this course. Everyone in the organisation should do it, because everyone needs it to learn to understand each other and work well together. It should be compulsory!" NHBRC

"The course identified positive life teaching and coaching, we can apply daily. It has helped me to grow mentally, emotionally and spiritually." NHBRC

"This course has opened the key to dealing with personal and work difficulties. It has become the mind map for personal growth." NHBRC

"This was a life changing course. I loved every moment. Everyone needs to go on this course. I really went through my own healing in the last few days. This was amazing- Thank you." Hitachi

"Thank you very much, keep up the good work, you deserve more and more. May God Bless you and your Imsimbi family." Hitachi

"I want this course to be introduced and sold in formal educational sectors throughout the country. What an important, eye-opening and important self-care, self-evaluation and self-awareness course. I also like how it explains your own actions and allows you to question yourself." Donaldson

"The course was very informative, it really helped me in terms of getting in touch with my emotions and understanding them better and how to best deal with situations I am faced with." Eastern Cape Gambling board

"Thank you to the facilitator for being a very friendly, understanding and a good teacher, please continue because there are many people like me that need to attend this class." Engen



"I am very happy with the way the facilitator presented the course. I have learned a lot and have gained so much. Looking forward to being a good leader." Sodecia

"The course really helped me to ensure I handle myself especially in difficult situations. It also helped me to ensure whenever I need to make decisions I must make sure I am in a good space." Sodecia

"Thank you for the course, it is always great and very informative and educational being part of your programmes. I learnt a lot and will be changing and transferring the knowledge to my colleagues. Thank you" Sodecia

## TOOLS AND TECHNIQUES

This programme is a fun and highly interactive team building course using practical tools and techniques for delegates to master. Over 25 practical techniques and tools will be practically applied by delegates in the classroom and at work and home after the course. An assignment also re-inforces the new skills learnt.

***The 25 practical techniques and activities covered in the course ensure learners practice and implement the skills learnt***

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|------------|--|
| Activity 1 | Expectations Exercise  |
| Activity 2 | Setting Boundaries   |
| Activity 3 | Johari's window – Self Awareness and my resistance to growth   |
| Activity 4 | Deepening Self Awareness   |
| Activity 5 | The Enneagram Personality Test – understanding my personality<br>Assessment & full 6 page personality profile per learner    |
| Activity 6 | Understanding the Enneagram Personality profiles of my colleagues<br>How do I respect and understand different personalities |
| Activity 7 | Locus of Control<br>Am I a victim or empowered   |
| Activity 8 | Listening skills<br>Role play/Simulation in class  |



- Activity 8b            Good interpersonal behaviours and virtues and bad interpersonal behaviours  
Group discussion & self assessment
- Activity 9            Practice Giving Constructive Negative Feedback  
Role play/simulation in class
- Activity 9b           Conflict Management – my style
- Activity 10           The Iceberg  
Dysfunctional Behaviours and Functional Behaviours
- Activity 11           Assertiveness Quiz and assessment
- Activity 12           Role play - Speaking My 'I' Messages – Self Disclosure
- Activity 13           Assertiveness  
Role plays and simulations using assertive communication
- Activity 14           Self Reflection on how to improve my Assertiveness
- Activity 15           Transactional Analysis Techniques  
Role plays/simulations
- Activity 16           Activity Big Mind Big Heart role play and meditation  
Activity on managing negative emotions
- Activity 17           Managing a Blow up  
Journaling activity on managing negative emotions
- Activity 18           Identify Stages of Emotions and Change  
The healing process – resilience technique after a deep set back
- Activity 19           Building Confidence  
Reminders of my successes





- Activity 20 Building Confidence
- Activity 21 Emotional Intelligence Assessment
- A full assessment of my Emotional Intelligence quotient
- The assessment covers 5 areas of EQ competence
- Activity 22 My talents, gifts and unique skills
- Understanding my Purpose
- Activity 23 Planning for a balanced life
- My 3-5 Year Goals in 6 areas of my life
- Activity 24 The Appreciation Game (team building)

The course starts with an EQ assessment of each learner by their line manager. The same assessment is done by the line manager 6 weeks after the course to identify the impact the training has had on the individual so as to measure the growth and improvement of the learner.

