



An Intensive 2 Day Training Course

Emotional Skills and Competence

Learn to Manage your Emotions and
Identify them in Others

17 - 18 May 2020, Dubai
21 - 22 Sep 2020, London
29 - 30 Nov 2020, Dubai



This course is Designed, Developed, and will be Delivered under
ISO 29990 : 2010 & ISO9001 : 2015 Quality Standards



Emotional Skills and Competence

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WHY CHOOSE THIS TRAINING COURSE?

"In any transaction that matters whether it's between lovers, between parent and child, between salesman and client, between doctor and patient, between suspect and interrogator, between adversaries at an election, emotion is what we're looking for. Emotions tell us what matters."
– Paul Ekman

It is established that we do business with people that we know, like and trust. Whether you are a manager, negotiator, facilitator, or parent, developing your emotional skills and interacting constructively with others is vital to the success of building successful relationships.

The PetroKnowledge Emotional Skills and Competencies training seminar will give you the tools, techniques, and approaches to become the master of your emotions and ensure that they are working for you, and not against you.

You will develop your behaviour analysis abilities and enhance your skills in reading others through verbal and non-verbal cues. You will learn how to use this advanced competency to gain deeper insights into the thoughts and feelings of those you interact with and aid you in building constructive and positive relationships.

This PetroKnowledge Emotional Skills and Competencies training seminar will highlight:

- A brief history of emotions and why they are vital to our survival
- A simple framework for developing your emotional skills
- Developing your ability to analyse the verbal and non-verbal behaviours of others and their credibility using real participants in live exercises
- Learning how to spot Micro-expressions using Dr. Paul Ekman's pioneering training techniques
- Employing an effective conversation management model, so you are equipped for all types of encounters

WHAT ARE THE GOALS?

By the end of this PetroKnowledge Emotional Skills and Competencies training seminar, participants will learn to:

- Recognise & manage your own emotions
- Develop powerful strategies for building productive relationships
- Gain deeper insights into the thoughts and feelings of those you interact with
- Enhance your ability to analyse verbal & nonverbal behavioural cues
- Building constructive and positive relationships

WHO IS THIS TRAINING COURSE FOR?

This PetroKnowledge Emotional Skills and Competencies training seminar is suitable to a wide range of professionals but will greatly benefit:

- All Professionals
- Supervisors or Managers
- Training Professionals
- Therapists
- HR Professionals
- Any professional who is required to manage stakeholders

HOW WILL THIS TRAINING COURSE BE PRESENTED?

Participants to this PetroKnowledge Emotional Skills and Competencies training seminar will receive a thorough training on the subjects covered by the seminar outline with the Tutor utilising a variety of proven adult learning teaching and facilitation techniques. Seminar methodology includes interactive exercises involving case studies.

Based on Dr Ekman's research and world-class training methodology, you will also use live practice sessions to build knowledge, skills, and application with high-quality feedback from the Paul Ekman Approved Trainers.

All delegates receive a graded Certificate signed by Dr. Paul Ekman on successful completion of the assessment during training seminar.



ORGANISATIONAL IMPACT

After this PetroKnowledge Emotional Skills and Competencies training seminar your employees will:

- Understand how emotions work
- Be able to read emotions in others through their verbal and non-verbal behaviours
- Understand the emotions of others more insightfully
- Use their new skills to develop constructive and positive relationships
- Adopt enhanced active listening and observation skills

PERSONAL IMPACT

After this PetroKnowledge Emotional Skills and Competencies training seminar you personally will:

- Know your emotional triggers and how to manage them
- Be aware of emotional impulses from the outset
- Respond to emotionally charged situations, and not react impulsively towards them
- Adopt active listening and observation skills



DAILY AGENDA

Day One: Identifying Emotions & Self-Awareness

- Emotions defined
- Emotional Timeline
- Automatic appraisal system
- Self-awareness/management
- Attentiveness

Day Two: Identifying & Managing Emotions of Others

- Components of communication
- The Face
- Emotions & the face
- Subtle/partial expressions
- Managing the process
- Preparation & Engagement
- Evaluation & Learning

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✓	DATE	VENUE	FEE(\$)
	17 - 18 May 2020	Dubai - UAE	2,400
	21 - 22 Sep 2020	London - UK	2,400
	29 - 30 Nov 2020	Dubai - UAE	2,400

This fee is inclusive of Documentation, Lunch and Refreshments

Please use BLOCK CAPITALS to fill in this form. It is important that you read carefully through all information before starting to complete the form.

REGISTRATION DETAILS

Family Name: _____ First Name (Mr./Ms.): _____
Position: _____ Company: _____
Mailing Address: _____
Telephone: _____ Mobile: _____ Fax: _____ Email: _____

AUTHORISATION

Authorisation By: _____
Position: _____ Company: _____
Mailing Address: _____
Telephone: _____ Mobile: _____ Fax: _____ Email: _____

BOOKING TERMS & CONDITIONS

Booking

- Bookings for courses can be made via our website (petroknowledge.com) or by contacting our Registration Desk on +971 2 5577389 or at reg@petroknowledge.com
- For on-line bookings, please select the course that you require and click on the "Register Now" button, following the instructions step by step
- Upon receipt of booking in order, enrolment on the respective training course will be confirmed by Registration Team with all necessary documentation

Invoicing and Payment

- Our fees include course presentation, relevant materials, physical & digital documentation, lunch and refreshments served during entire training. Accommodation charges are not included in the course fees
- Course fees are payable upon booking unless a valid, authorized Purchase Order is provided and accepted
- Invoices will be sent via email/courier to the ID/name and address provided
- We prefer to have the fees payment in our account before the start of training course. However, if your company has a different payment policy, the same should inform us in advance
- The currency of fees is in US Dollars (USD). Payments can be made in USD or UAE local currency AED (Arab Emirates Dirhams) either by Bank Transfer or by Credit Card. Our Bank Account details will be provided on the Invoice
- Please note that we do accept payment by cash, in USD or AED, only for the last minute bookings

Cancellation of Courses

- It may be necessary for PetroKnowledge to amend or cancel any course, course times, instructors, dates or published fees due to unforeseen circumstances and we reserve the right for such changes
- Any amendments will be advised before the course start date and any bookings already paid in full will not be subject to increased fees

Cancellation by Client

- Once you have completed your booking, received your confirmation of enrolment and a dated payment Invoice, you are deemed to have a contract with PetroKnowledge. You reserve the right to cancel this contract given the below terms
- All cancellations must be received in writing at reg@petroknowledge.com and info@petroknowledge.com at least 21 days prior to the training
- After the cancellation period has expired, consideration may be given, on a case to case basis, if a registered delegate nominates a substitute on the same course, shifts to next session of the course or moves to a new course
- For a cancellation request made on or before the statutory 21 day cancellation period, a credit note issued which can be used against future course fees
- A 25% administration fee (of the total course fee at the time of booking) will be charged for any cancellations made outside of the statutory cancellation period

Attendance Certificate

- The daily course schedule should be accurately followed to ensure undeterred implementation of our training
- All delegates, who participated in their course throughout, will receive the Certificate of Completion on the last day
- Please report any foreseeable absences to a PetroKnowledge representative or to your sponsors directly
- An absence of three (3) or more sessions of the course will invalidate your eligibility for the Certificate of Completion

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