

Deputy of training  
Plan and curriculums office

# Competency Training standard

## **Title**

**Emotional Intelligence Achieving  
Leadership Success**

**Occupational group  
Information Technology**

**International code**

2512-53-102-1

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**Revision Process:**

- Scientific content
- According to market
- Equipment
- Tools

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## **Definitions:**

### **Job standard:**

The characteristics ' required competencies and abilities for Efficient Performance in work environment is called "the Job standard", and sometimes “The Occupational standard”

### **Training standard:**

The Training Map for achieving the Job’s subset Competencies.

### **Job title:**

Is a set of Tasks and Abilities which is expected from an employed person in the defined level

### **Job description:**

A statement covering the most important elements of a job, namely the position or title of the job, the duties, job’s relation with other jobs in a occupational field, the responsibilities, workplace conditions and required performance standards.

### **Course duration:**

The minimum of time which is required to achieve the training objects.

### **Admission requirements:**

The minimum of competencies and abilities which are obligatory for a potential admission.

### **Evaluation:**

The process of collecting evidence and judgment about whether a competency is achieved or not.

Include: written examination, practical examination

#### **Required Qualifications for Trainers:**

The minimum of Trainer’s technical and vocational abilities which the trainer is required to have.

### **Competency:**

The ability of efficient performing a duty in a variety of workplaces conditions

#### **Knowledge:**

The minimum set of facts and mental capacities which is necessary for achieving a competency. This can include science, (Mathematics, physics, chemistry or biology), technology or technical.

#### **Skill:**

The minimum coordination between mind and body for achieving an ability or competency. It normally applied to practical skills.

#### **Attitude:**

A set of emotional behaviors required for achieving a competency and can have non-technical skills and occupational ethics.

#### **Safety:**

The cases which doing or not doing something can cause harm or accident

#### **Environmental Consideration:**

A set of consideration about the act which should be done to minimize the environmental damage or pollution.

<b>competency title:</b>
<b>Emotional Intelligence: Achieving Leadership Success</b>
<b>competency description:</b>
<p>You learn to become emotionally smart in ways that generate trust, team efficacy and personal satisfaction. You learn to build strong relationships and emotionally intelligent teams. You also develop a plan for leading by example and inspiring excellence in others. Apply core management skills and techniques to deliver results.</p> <ul style="list-style-type: none"> <li>• Develop greater self-awareness and strengthen your leadership.</li> <li>• Apply four core emotional intelligence skills for achieving results.</li> <li>• Identify your emotional strengths and areas for development.</li> <li>• Demonstrate the attributes of an emotionally intelligent leader.</li> <li>• Respond to difficult people by inspiring and fostering respect.</li> <li>• Build and maintain an emotionally intelligent team.</li> <li>• Appraising your Emotional Intelligence (EQ).</li> <li>• Challenging self-limiting beliefs.</li> <li>• Developing self-management strategies.</li> <li>• Managing anger in the workplace.</li> <li>• Demonstrating EQ in a team environment.</li> <li>• Recognizing and responding to the emotions of others.</li> </ul>
<p>minimum degree of education: Computer or IT related Bachelor  minimum physical and mental ability: Working with computer  prerequisite skills: - - -</p>
<b>Course duration:</b>
<p><i>Course Duration : 24 Hours</i>  <i>-Theoretical: 8 Hours</i>  <i>-Practical: 16 Hours</i>  <i>-Apprenticeship: ... Hours</i>  <i>-Project: ... Hours</i></p>
<b>Evaluation :(%)</b>
<p><b>Written:25%</b>  <b>Practical:65%</b>  <b>Work ethics:10%</b></p>
<b>Required Qualifications for Trainers:</b>
Computer or IT related Bachelor with 2 years' experience

**competency training standard**

**tasks**

	<b>Title</b>
1	The Basics of Emotional Intelligence
2	Self-Awareness: The Key to Emotional Intelligence
3	The Competent Self-Manager
4	Leading With Courage
5	Interpersonal Effectiveness: Social Awareness and Relationship Management
6	Building an Emotionally Intelligent Team
7	Applying Emotional Intelligence

Training standard  
Contents analysis form

<b>Title:</b> The Basics of Emotional Intelligence	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipments ,tools, materials ,books
<b>Knowledge and Skill:</b>  -Establishing a common definition of EQ. -The benefits of EQ in the workplace				
<b>Attitude:</b> Speed and accuracy in doing the right thing				
<b>Health &amp; Safety:</b>  Compliance with safety protection in the workplace				
<b>Environmental Consideration:</b> Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b> Self-Awareness: The Key to Emotional Intelligence	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill:  -Expanding self-awareness. -The value of the EQ Competency Model. -Appraising and interpreting your EQ.				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety:  Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b>	time			
	theoretical	practical	total	
The Competent Self-Manager				
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
<b>Knowledge and Skill:</b>  - Recognizing and affirming your emotions. -Developing personal authenticity.				
<b>Attitude:</b> Speed and accuracy in doing the right thing				
<b>Health &amp; Safety:</b>  Compliance with safety protection in the workplace				
<b>Environmental Consideration:</b> Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b> Leading With Courage	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill:  - Applying EQ best practices. - Taking control of your negative self-talk.				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety:  Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b>	time			
	theoretical	practical	total	
Interpersonal Effectiveness: Social Awareness and Relationship Management				
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
<b>Knowledge and Skill:</b>  - Reading the emotional landscape. -Creating a productive team environment. -Facilitating effective communication.				
<b>Attitude:</b> Speed and accuracy in doing the right thing				
<b>Health &amp; Safety:</b>  Compliance with safety protection in the workplace				
<b>Environmental Consideration:</b> Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b> Building an Emotionally Intelligent Team	time			
	theoretical	practical	total	
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill:  - Building strong teamwork. - Balancing individual team member roles.				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety:  Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Training standard  
Contents analysis form

<b>Title:</b>	time			
	theoretical	practical	total	
Applying Emotional Intelligence				
Knowledge ,skill ,attitude ,safety, Environmental Consideration				Equipment's ,tools, materials ,books
Knowledge and Skill:				
-Practicing emotionally intelligent leadership.				
Attitude: Speed and accuracy in doing the right thing				
Health & Safety:  Compliance with safety protection in the workplace				
Environmental Consideration: Compliance with environmental protection				

Equipment & Tools & Materials & Resources (books, site, software...) form

\*Required quantity for each 16 Trainees