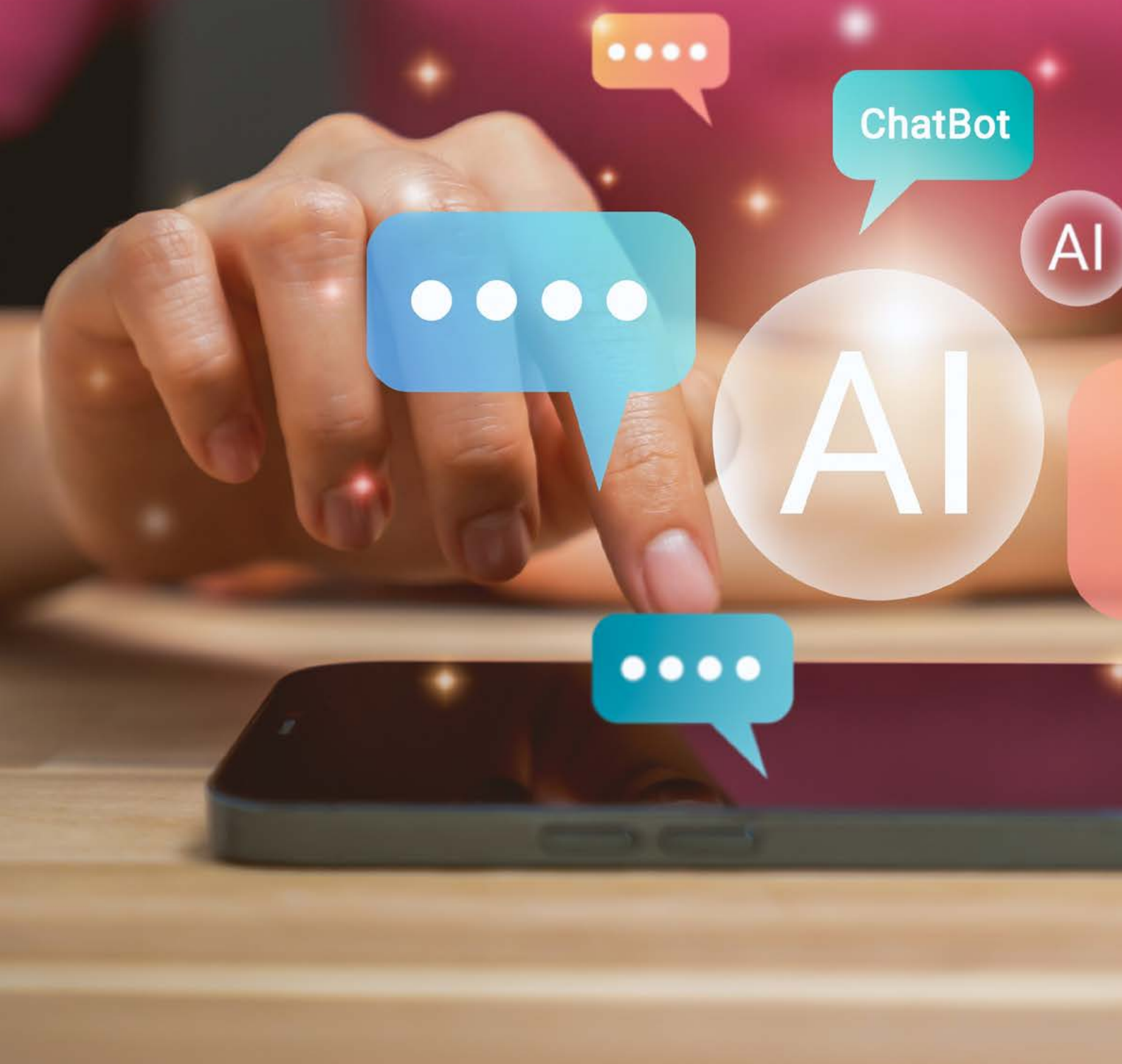




CENTRAL BANK OF EGYPT
Egyptian Banking Institute

SOCIAL INTELLIGENCE



ChatBot

AI

AI

Course overview:

Social Intelligence is about understanding your environment and having a positive influence. Your participants will become more confident in their social situations by learning how to express and interpret social cues. They will create positive connections and increase their influence during social situations.

Increasing Social Intelligence will provide benefits throughout their professional and personal lives. It is a fantastic tool for coaching and development as people will learn “people skills”. Improving social skills through active listening, understanding body language, and being more empathic will give your participants an advantage in their interactions. Social interactions are a two-way street, know the rules of the road!

Course objective:

- Explain the concept of self-deception and its potential impact on self-awareness.
- Define the key principles of empathy and why avoiding judgment is crucial in fostering empathy.
- Apply the principles of active listening to a given scenario, demonstrating the ability to attune to the speaker's emotions and avoid jumping to conclusions.
- Analyze the differences between facts and emotional responses in a real-life interpersonal communication scenario and discuss how these distinctions affect understanding.
- Illustrate how to create a set of guidelines for maintaining consistency and composure in communication across different interpersonal situations.
- Identify the significance of various non-verbal cues in a specific social context and suggest appropriate adaptive responses.
- Define several current events topics suitable for engaging in conversations.
- Demonstrate the use of open body language in a role-play scenario to communicate effectively.
- Explain a series of open-ended questions that can be used to establish rapport with new acquaintances or colleagues.

Course Outline:

Module One: Increase Your Self-Awareness

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions

Module Two: The Keys to Empathy

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions

Module Three: Active Listening

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings

Module Four: Insight on Behavior

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More

Module Five: Interpersonal Communication

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language

Module Six: Social Cues

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space

Module Seven: Conversation Skills

- Current Events

- Conversation Topics
- Cues to Watch For
- Give People Your Attention

Module Eight: Body Language

- Be Aware of Your Movements
- It's Not What You Say, it's How You Say It
- Open Vs. Closed Body Language
- Communicate with Power

Module Nine: Building Rapport

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Target Audience:
- All Staff

Delivery Method:

In-class

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions, group exercises

- 60 % Cut of a score of total grades which is "100"

Program language:

Material: English

Instruction and Explanation: Bilingual (EN<>AR)

Course Duration:

8 hours



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