



Presented by
Management Forum

Working with Emotional Intelligence in the Pharmaceutical and Biopharma Industry

21 June 2024
+ 14 October 2024

This emotional intelligence in pharma and biopharma training course will help you learn to communicate more effectively in the pharma and biopharma industries.

"What really matters for success, character, happiness and life long achievements is a definite set of emotional skills – your EQ – not just purely cognitive abilities that are measured by IQ tests." – Daniel Goleman



Format:
Live online



CPD:
6 hours for your records



Certificate of
completion

Course overview

This Emotional Intelligence in Pharma and Biopharma Training Course is designed to help participants develop self awareness and improve their own communication skills.

In today's competitive and challenging workplace, we are not only being assessed on our technical skills, but also on how well we understand and handle ourselves and relate to others – our emotional intelligence.

This one-day training course addresses our own Emotional Intelligence (EI) and how we can better understand ourselves and interpret others to communicate and influence even more effectively in the Pharmaceutical and Biopharma Industry. This course will provide you with the skills to be more self-aware and choose to manage your reactions. It also gives you the skills to assess others' emotions more effectively and deal with them successfully for enhanced performance.

Emotional Intelligence is essential for all the relationships we have – whether with internal colleagues, external bodies such as with obtaining scientific advice, or suppliers – to be maximally effective.

This practical and interactive emotional intelligence training will increase your self-awareness and develop your interpersonal skills so you come across with a positive impact and influence whatever the situation.

You will learn how to build a better rapport with individuals, read and interpret their emotions and handle situations more effectively in the workplace.

The course is a highly interactive combination of theory, activities, exercises, and practical applications working on your real-life scenarios so you can develop your learnings for your benefit.

Pre-course work

In order to benefit most from the course, delegates will need to complete two self-assessments and bring their results with them at the beginning of the course.

Benefits of attending

By the end of this course, you will be able to:

- **Manage** and work with people more effectively by understanding and respecting their emotions
- **Understand** key EI skills
- **Be more** adaptable to how others think and what different perspectives they have
- **Practice** several styles of influencing models to promote more emotionally effective conversations resulting in successful influence

Who should attend?

This course is for anyone with a professional or personal interest in exploring emotional intelligence in workplace settings, including highly regulated industries such as pharmaceuticals, biotechnology, medical devices, veterinary, legal and other professional industries.

Programme

Goleman's emotional intelligence model

- Identifying and understanding the main concepts and the impact on behaviour
- Working with Emotional Intelligence – the key competencies

Listening techniques for influencing in the pharmaceutical and biopharmaceutical industry

Scripting technique persuading

- A simple structure to enable you to state your needs clearly and concisely without being too aggressive or apologetic

Relationship management in the pharmaceutical and biopharmaceutical industry

- Adapting your communication style to take account of others. Tools such as Stakeholder Agenda Analysis and Social Styles help you to identify which style will be more appropriate for use in a given situation
- Critical thinking approach

Self-management and understanding the psychology of EI

- How to regulate your internal experience working in the pharmaceutical and biopharmaceutical industry

The solution-focused approach

- Focusing on the solution is focusing on success.
- The "third" conversation technique to help your objectivity

Action planning

Presenter



Laura Brown

Dr Laura Brown is a Management Consultant and Psychologist. Laura works in highly regulated industries such as the Pharmaceutical and Legal industries. She has consulted with numerous companies including Cranfield School of Management, most of the top 25 Pharma/Biotechnology companies, and several legal companies. Besides a PhD, and an MBA Laura also has a degree in Psychology. Laura is the co-author of several management books including "Developing the Individual".

Course dates

21 June 2024

Live online

09:30-17:00 **UK (London)** (UTC+01)

Course code 13752

GBP **499**

EUR **719**

USD **819**

14 October 2024

Live online

09:30-17:00 **UK (London)** (UTC+01)

Course code 13985

GBP **399** ~~499~~

EUR **579** ~~719~~

USD **663** ~~819~~

Until 09 Sep

How to book



Online:

ipi.academy/2196

Alternatively contact us to book, or if you have any queries:



Email:

info@ipi.academy



Phone:

[+44 \(0\)20 7749 4749](tel:+442077494749)

Discounts

- Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee

The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note

IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions

The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews



It was a very interesting, lively and educational course which gave me lots of food for thought not only in the context of my professional life but also of my personal life. It helped me also better understand my own manager(s).

 **Evridiki Christaki**
Legal Expert
Eurocontrol
Oct 8 2018



A good team presentation. A useful, concise introduction to the topic.

 **Dougal Gemmell**
Director
European Patent Office
Oct 8 2018



Well balanced content, excellent interpersonal skills and overall presentation clear and concise

 **Anita Dhorajiwala**
Manager RA
Apotex EU BV
Mar 13 2017



Course was given in a very clear and simple way. Speakers were "alive" and managed to always have full deep attention.

 **Sandra Biondo**
Regulatory CMC Document Coordinator
Ares Trading SA
Mar 13 2017

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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