



EMOTIONAL INTELLIGENCE COURSE

Emotional Intelligence Skills training builds practical emotional awareness. Participants gain a better understanding of their emotional, psychological and self-control. It's an eye opener. Participants learn to recognise and manage emotions. The course covers self-awareness, self-regulation, empathy, and assertiveness. It explores how emotions influence behaviour and relationships. Participants practice responding in challenging situations. The result is stronger self-management and clearer communication. Many organisations are now using emotional intelligence as the foundation of their leadership capability frameworks. This makes a lot of sense as it's a "self-discovery" step. To understand others you've got to understand yourself.

KEY COURSE CONTENT

- Recognise emotional triggers in workplace situations
- Identify emotional patterns in self and others
- Know thyself to understand others
- Communicate better under pressure
- Reflect on how emotions shape behaviour and decisions
- Understand core emotional intelligence principles
- Distinguish between reaction and response
- Distinguish IQ and EQ
- Apply emotional regulation strategies under pressure
- Demonstrate empathy in difficult conversations
- Communicate assertively without escalation
- Adjust behaviour based on emotional insight
- Transfer emotional intelligence skills to daily work interactions



Target Audience

Leaders, managers, team leaders, and employees



Duration

Available as a full-day or half-day course



Delivery

Available in-person at your organisation/venue, or virtual



Group Size

Recommended 4 to 10 participants



Takeaways & Resources

Participants receive a certificate of completion (including Continuous Professional Development hours) and opt for a free follow-up refresher course with the original trainer

GET A QUICK QUOTE

Let us know if you'd like a free, no-obligation quote for your organisation

