

EMOTIONAL INTELLIGENCE- FIRST LINE/MIDDLE MANAGERS



Management & Leadership Course

LEARNING OUTCOMES

- Understand how emotions influence behaviour, decision-making, and team performance.
- Recognise emotional needs in themselves and others and respond appropriately.
- Develop greater self-confidence, resilience, and optimism to stay composed under pressure.
- Strengthen the ability to manage emotions effectively in challenging situations.
- Foster tolerance, respect, patience, and trust within teams.
- Build stronger, more positive relationships through empathy and understanding.
- Enhance communication, collaboration, and overall leadership impact.
- Apply practical emotional intelligence skills to support continuous personal and team development.

COURSE OVERVIEW

This programme equips managers with the essential emotional intelligence skills and behaviours needed to build high-performing teams and drive business success. Through practical tools and self-awareness development, managers will learn how to enhance communication, strengthen relationships, and foster a culture of trust and engagement. The programme focuses on applying emotional intelligence in everyday leadership to improve performance, boost employee motivation, and achieve sustainable results.

TOPICS COVERED IN THIS COURSE

Introduction to Emotional Intelligence

Understand what emotional intelligence (EI) is, why it matters in leadership, and how it impacts communication, performance, and team morale.

Self-Awareness and Emotional Triggers

Identify personal emotional triggers, strengths, and areas for development to improve self-management and authenticity in leadership.

Tools for Managing Emotions

Explore practical techniques and frameworks for recognising, regulating, and responding to emotions constructively in challenging situations.

Effective Listening and Empathy

Develop active listening and empathy skills to build stronger relationships, trust, and understanding within teams.

Handling Emotional Challenges

Learn strategies for managing difficult conversations, resolving conflict, and maintaining composure under pressure.

Managing Emotions in the Workplace

Discover how to create a positive emotional climate, reduce stress, and foster a culture of collaboration and psychological safety.

Leading with Emotional Intelligence

Apply EI principles to motivate, influence, and inspire team members, enhancing engagement and performance.

Action Planning for Behavioural Change

Create a personal action plan to embed learning, develop new habits, and apply emotional intelligence consistently in day-to-day leadership.