

1 DAY

EMOTIONAL INTELLIGENCE WORKSHOP



Personal Development Course

LEARNING OUTCOMES

- Develop awareness of your own emotions and those of others, understanding how they influence behaviour, decision-making, and team dynamics.
- Learn to recognise the emotional needs of colleagues, team members, and stakeholders, and respond in ways that support collaboration, engagement, and positive outcomes.
- Build confidence and a healthy sense of self-worth, enabling you to contribute effectively while maintaining balance under pressure.
- Strengthen your ability to cope with setbacks, adapt to change, and maintain a positive outlook in challenging situations.
- Enhance interpersonal skills to foster tolerance, respect, patience, trust, and understanding, creating a supportive and high-performing team environment.

COURSE OVERVIEW

This programme gives participants a clear understanding of the emotional intelligence skills and competencies needed to build high-performing teams and drive business success. It focuses on enhancing employee engagement in a practical, sustainable way while improving overall quality and effectiveness. The course is suitable for individuals at all levels who want to strengthen their impact and contribution.

TOPICS COVERED IN THIS COURSE

Tools for Managing Emotions

Learn practical tools and techniques to recognise, understand, and regulate your emotions, helping you respond thoughtfully rather than react impulsively in workplace situations.

Effective Listening Skills

Develop active listening techniques to truly understand others' perspectives, build trust, and enhance communication within teams.

Dealing with Emotional Challenges

Explore strategies for handling difficult emotions such as frustration, anger, or stress, both in yourself and when interacting with colleagues.

Managing Workplace Emotions

Understand how emotions affect team dynamics, decision-making, and performance, and learn approaches to create a more emotionally intelligent workplace culture.

Building Empathy and Social Awareness

Develop the ability to understand and respond to the emotions and needs of others, enhancing collaboration, conflict resolution, and team cohesion.

Resilience and Stress Management

Learn methods to maintain emotional balance, recover quickly from setbacks, and stay focused in challenging circumstances.

Conflict Resolution through Emotional Intelligence

Develop skills to manage emotional responses during conflict, prevent escalation, and apply EI for constructive solutions.

Action Planning and Behaviour Change

Create a personal plan to apply emotional intelligence skills, improve interpersonal effectiveness, and sustain positive behaviour changes.