

# Emotional Intelligence

**COM013**

## Course Description

This comprehensive 5-day course on Emotional Intelligence (EI) is designed to equip participants with the skills to understand, manage, and harness emotions effectively in both personal and professional environments. By focusing on self-awareness, self-regulation, motivation, empathy, and social skills, this program aims to enhance interpersonal relationships and leadership capabilities. Participants will learn how to navigate challenges, foster collaboration, and create a positive and emotionally intelligent workplace culture.

This dynamic and interactive program combines theoretical insights with practical activities, group discussions, and self-reflection exercises to ensure participants can apply what they learn to their real-world environments.

## Course Objectives

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

- Understand Emotional Intelligence: Define and recognize the components of emotional intelligence and its impact on personal and professional success.
- Develop Self-Awareness: Identify personal emotional triggers and their influence on thoughts, behavior, and decision-making.
- Enhance Emotional Regulation: Practice techniques to manage emotions effectively, especially in high-pressure situations.
- Improve Empathy and Social Skills: Build stronger relationships by understanding and responding to the emotions of others.
- Leverage Emotional Intelligence in Leadership: Apply EI principles to enhance team dynamics, conflict resolution, and workplace productivity.
- Build Resilience: Develop strategies to stay emotionally balanced and maintain focus during challenging times

## Who should attend

This course is ideal for:

- Managers, team leaders, and executives aiming to improve leadership and communication skills.
- HR professionals and trainers seeking to foster a supportive and emotionally intelligent organizational culture.
- Professionals in customer-facing roles, such as sales and customer service.
- Individuals aspiring to enhance personal and interpersonal effectiveness in any field.
- Students and career starters interested in developing emotional intelligence for workplace readiness.

## Course Duration

5 Working Days

## Course Outlines

### 1. Introduction to Emotional Intelligence

- Definition and significance of EI in personal and professional contexts.
- Exploring the five components of EI (self-awareness, self-regulation, motivation, empathy, social skills).
- Assessing your current EI level (using tools and self-assessments).

### 2. Building Self-Awareness and Self-Management

- Techniques for enhancing self-awareness and emotional understanding.
- Emotional triggers and managing reactive behaviors.
- Strategies for emotional regulation and maintaining composure under pressure.

### 3. Developing Empathy and Social Skills

- Understanding others' emotions and perspectives.
- Active listening and effective communication skills.
- Building rapport and navigating social dynamics.

### 4. Emotional Intelligence in Leadership and Teamwork

- The role of EI in leadership success.
- Motivating and inspiring teams with emotional intelligence.
- Managing conflicts and fostering collaboration.

### 5. Practical Applications and Sustaining Emotional Growth

- Real-life scenarios and role-playing exercises.
- Developing a personal emotional intelligence action plan.
- Tools and practices for ongoing

A large, light blue, lowercase sans-serif watermark of the word "arctic" is centered at the bottom of the page.