

Global Leader in Training

Management Solutions for Management Development

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Emotional Intelligence Development

Syllabus / Course Outline

1. Course Description

This course focuses on developing emotional intelligence (EQ) to improve leadership effectiveness, communication, teamwork, and decision-making. Participants will learn how to understand and manage their own emotions, recognize emotions in others, handle workplace stress more effectively, and build stronger interpersonal relationships. The program integrates self-awareness, empathy, resilience, and emotional regulation — essential skills for any professional working in dynamic environments.

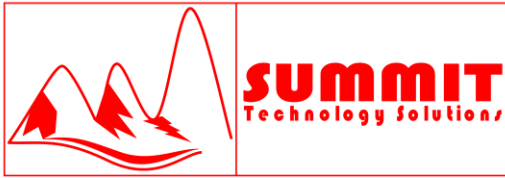
2. Learning Objectives

By the end of the course, participants will be able to:

- Understand the core components of emotional intelligence (EQ).
- Identify and manage their own emotional triggers and responses.
- Apply emotional self-regulation techniques in challenging situations.
- Demonstrate empathy and strengthen interpersonal relationships.
- Communicate more effectively using emotionally intelligent behaviors.
- Manage workplace stress and maintain composure under pressure.
- Use EQ strategies to improve teamwork, collaboration, and leadership impact.
- Create a personal development plan to enhance emotional intelligence.

3. Target Audience

- Supervisors, Team Leaders, Managers
- Executives in customer-facing, operational, and high-stress roles



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- HR, Operations, Engineering, Administrative, and Support staff
- Professionals seeking to improve communication and team relations
- Anyone interested in strengthening emotional control and interpersonal skills

4. Course Outline

Module 1: Introduction to Emotional Intelligence (EQ)

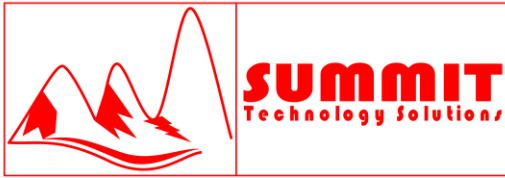
- What is emotional intelligence?
- Why EQ matters in the workplace
- EQ vs. IQ vs. Personality
- The 5 components of EQ (Goleman model)

Module 2: Self-Awareness

- Understanding personal emotions
- Emotional triggers and patterns
- Identifying strengths and weaknesses
- Tools for increasing self-awareness

Module 3: Self-Regulation & Emotional Control

- Managing emotional reactions
- Techniques to stay calm under pressure
- Reframing difficult situations
- Building emotional resilience



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Module 4: Social Awareness & Empathy

- Understanding others' emotions
- Reading verbal and non-verbal cues
- Developing empathy in conversations
- Cultural and personality differences

Module 5: Relationship Management

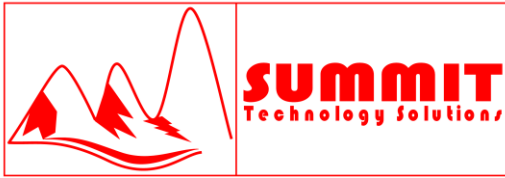
- Building trust and rapport
- Navigating difficult conversations
- Influencing and motivating others
- Conflict management using EQ techniques

Module 6: EQ for Effective Communication

- Communicating with clarity and respect
- Reducing misunderstandings
- Emotionally intelligent feedback
- Assertiveness vs. aggressiveness

Module 7: Stress Management Through EQ

- Recognizing stress signals
- Techniques for emotional balance
- Preventing burnout
- Maintaining performance during high pressure



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Module 8: EQ for Leadership & Teamwork

- EQ competencies for leaders
- Creating psychologically safe teams
- Encouraging collaboration and positive culture
- Leading with empathy and fairness