BLACKBIRD FOR TRAINING

Advanced Course in Emotional Intelligence for Managers & Leaders

5 – 16 July 2027
Kuala Lumpur (Malaysia)

UK Traininig
PARTNER



Advanced Course in Emotional Intelligence for Managers & Leaders

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Introduction

The Emotional Intelligence for Managers & Leaders course is an advanced and cutting-edge program designed to equip participants with the latest knowledge and essential skills to enhance their leadership capabilities through emotional intelligence EI. This course dives into the most innovative strategies, tools, and concepts surrounding emotional intelligence and its pivotal role in leadership, interpersonal relationships, and organizational success. Participants will gain a deep understanding of the elements of emotional intelligence and learn how to improve emotional intelligence to foster a positive work culture and lead with empathy, motivation, and resilience.

By the end of this course, participants will understand why emotional intelligence is important in leadership roles, and how high emotional intelligence can significantly impact workplace dynamics, team productivity, and conflict management. This emotional intelligence course offers invaluable tools for leaders to develop emotional intelligence, enhance their leadership effectiveness, and navigate the challenges of today's complex work environments.



Course Objectives

- Develop Emotional Intelligence Competencies: Build a solid foundation in emotional intelligence by improving self-awareness, self-regulation, empathy, social skills, and motivation. Understand why emotional intelligence is important for effective leadership.
- Enhance Leadership Skills through Emotional Intelligence: Explore how to improve emotional intelligence to elevate leadership capabilities. Learn how to inspire and motivate your team, build strong relationships, and effectively manage conflicts through the application of EI principles.
- Foster a Positive Work Environment: Understand how emotional intelligence can shape a positive, inclusive, and collaborative work culture. Learn strategies to cultivate high emotional intelligence within your team and promote employee well-being.
- Develop Effective Communication Skills: Enhance communication through EI. Learn how to listen actively, communicate with empathy, and adapt your communication style to different personalities and situations.
- Manage and Regulate Emotions in the Workplace: Gain insights into managing your own emotions and understanding the emotional states of others in the workplace. Learn techniques to handle stress, resolve conflicts, and promote emotional well-being within your team.

Course Outlines

Day 1: Introduction to Emotional Intelligence EI

• Overview of emotional intelligence meaning and its historical background.
• Analysis of the core aspects of emotional intelligence: self-awareness and self-regulation.
• Case studies on the impact of EI in the workplace.
• Practical exercises to assess personal emotional intelligence levels.

Day 2: Empathy and Social Awareness

• The importance of empathy as a key leadership skill.
• Strategies to enhance social awareness and connect with team members.
• Understanding non-verbal cues for better communication.
• Exercises to cultivate empathy and improve interpersonal relationships.



Day 3: Motivation and Goal Setting

- Identifying personal and team motivators and their impact on performance.
- Setting personal and professional goals aligned with team values.
- Tools to enhance motivation and drive in your team.
- Practical exercise on setting SMART goals.

Day 4: Emotional Intelligence in Leadership

- Applying EI to build strong, trust-based leadership relationships.
- Exploring the impact of emotional intelligence in relationships and leadership styles.
- Strategies for creating an inspiring and motivating work environment.
- Real-world examples of leaders leveraging EI to lead effectively.

Day 5: Effective Communication through EI

- Developing active listening skills for enhanced communication.
- Communicating with positive emotional language to convey messages clearly.
- Adapting communication styles to different personalities.
- Interactive exercises to improve relational communication skills.

Day 6: Emotional Intelligence and Conflict Management

- Identifying common causes of workplace conflict and addressing them with EI.
- Strategies for conflict resolution using emotional intelligence principles.
- Turning conflicts into opportunities for growth and learning.
- Practical exercises on conflict resolution and negotiation techniques.

Day 7: Emotional Intelligence and Decision Making

- Exploring how emotional intelligence influences decision-making processes.
- Managing emotional pressures during decision-making.
- Evaluating the emotional impact of decisions on team members.
- Case studies to develop skills in emotionally intelligent decision-making.

Day 8: Emotional Intelligence and Team Building

- Using EI to build strong, cohesive, and high-performing teams.
- Strategies to foster cooperation and trust within the team.
- The leader's role in motivating team members and creating a sense of belonging.
- Trust-building exercises to enhance team dynamics.



Day 9: Emotional Intelligence and Stress Management

- Techniques to manage daily work pressures and stress.
- The role of emotional intelligence motivation in managing stress.
- Building emotional resilience to face challenges in the workplace.
- Practical exercises to improve emotional intelligence habits and stress management skills.

Day 10: Emotional Intelligence for Organizational Success

- Leveraging emotional intelligence to create a positive organizational culture.
- Strategies to promote collaboration and communication across the organization.
- Understanding the benefits of emotional intelligence on innovation and performance.
- Case studies of organizations successfully using EI to foster growth and performance.

Why Attend this Course: Wins & Losses!

- Master Emotional Intelligence: Learn how to develop emotional intelligence and enhance your leadership effectiveness by improving self-awareness, empathy, and communication skills.
- Boost Leadership Capabilities: By applying emotional intelligence principles, you'll gain the skills necessary to motivate your team, build strong relationships, and manage conflicts constructively.
- Foster a Positive and Resilient Work Environment: Understand how to create an inclusive and emotionally intelligent work culture that leads to higher collaboration, employee satisfaction, and performance.
- Develop Conflict Resolution and Decision-Making Skills: Gain critical insights into using emotional intelligence in relationships and decision-making to improve team cohesion and avoid conflicts.
- Earn a Leading Edge: By completing the emotional intelligence training, you will be equipped with tools and strategies that will give you an edge as a manager and leader, ready to handle any challenges with poise and confidence.

Conclusion

The Emotional Intelligence for Managers & Leaders course is a game-changing program that empowers you to lead with emotional awareness, resilience, and empathy. By improving your emotional intelligence, you will foster better communication, motivation, conflict resolution, and overall leadership effectiveness.

With an emphasis on how to improve emotional intelligence and how to apply it within leadership and organizational contexts, this course offers a comprehensive approach to developing emotional intelligence and enhancing your ability to lead diverse teams. Participants will leave with emotional intelligence habits they can immediately implement, ready to build high emotional intelligence and make a positive impact in their workplace.

Invest in your leadership journey and organizational success with this transformative course.

