

Emotional Intelligence for Managers & Leaders

Kigali (Rwanda)

24 - 28 March 2025

UK Training

PARTNER



Emotional Intelligence for Managers & Leaders

Code: PS28 From: 24 - 28 March 2025 City: Kigali (Rwanda) Fees: 3300 Pound

Introduction

The overall aim of the course is to provide participants with the knowledge and skills necessary to understand emotional intelligence EI. Participants will identify the various competencies included in the EI framework of Daniel Goleman, ranging from self-awareness to relationship management. The course also aims at allowing participants to determine their most preferred approach to listening and to examine the impact of different leadership styles on organizational climate.

Course Objectives of Emotional Intelligence for Managers & Leaders

- Explain the nature and theories underlying emotional intelligence.
- Identify their personal strengths and blind spots through self-assessments.
- Define the various EI competencies and identify areas for improvement as needed.
- Practice empathy-building skills with an emphasis on active listening.
- Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom-line results.

Course Outlines of Emotional Intelligence for Managers & Leaders

Day 1

Emotional intelligence

- History: definition, theories, and models.
- Intelligence: cognitive intelligence
 - Intrapersonal and interpersonal intelligence.
- Emotional intelligence defined.
- Emotional Quotient EQ versus Intelligence Quotient IQ.
- IQ and EI predictions.
- Research findings.
- The framework of EI competencies
 - Daniel Goleman's competency framework.

Day 2

Self Awareness and Self Management: The Cornerstones of EI

UK Training

PARTNER



- The impact of self-awareness.
- The impact of social awareness.
- Self-assessment and discovering your personality type.
- Scoring and interpretation of results: the four dimensions.
- Extraversion and introversion
 - Sensing and intuition.
 - Thinking and feeling.
 - Judgment and perception.
- Dealing with various types.

Day 3

The Conceptual Model

- The competency framework.
- The four competency clusters
 - From self-awareness to relationship management.

The Competencies of EI

- Competency defined.
- The competency iceberg.
- The core of EI: self-awareness.
- Self-management competencies.
- Social awareness competencies.
- Relationship management competencies.
- Definitions and real-life examples.
- Core questions, underlying behaviors, and tips for improvement.

Day 4

Empathy: a Critical EI competency

- Definition and examples.
- Empathy and active listening.
- The personal listening profile: determining your preferred approach to listening
 - Appreciative listening.
 - Empathic listening.
 - Comprehensive listening.
 - Discerning listening.
 - Evaluative listening.

Day 5

EI Competencies & Leadership Styles

- The power of leaders: influencing organizational climate.
- Organizational climate: the six components.
- Correlation between EI competencies, styles, climate, and results.

UK Training

PARTNER



Leadership Styles

- The six styles.
- When best to use each style.
- Impact of styles on climate and bottom-line results.

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

