BLACKBIRD FOR TRAINING

Emotional Intelligence for Managers & Leaders

8 – 12 November 2027
Cape Town (South Africa)



Emotional Intelligence for Managers & Leaders

Ref: 3221_133886 **Date:** 8 – 12 November 2027 **Location:** Cape Town (South Africa) **Fees:** 4200 GBP

Introduction

Emotional intelligence EI is a key factor that distinguishes exceptional leaders from others. This training course aims to provide you with the necessary knowledge and skills to understand and apply emotional intelligence in leadership roles. By exploring Daniel Goleman's EI framework, which ranges from self-awareness to relationship management, you will learn how to identify your strengths and areas for improvement. You will also examine how different leadership styles impact organizational climate and how to enhance communication and empathy within your team. This course will give you practical tools to develop your emotional intelligence and use it to improve both personal and professional relationships, enabling you to become a more effective leader.

Course Objectives

- Explain the nature, theories, and benefits of emotional intelligence.
- Identify personal strengths and areas for improvement through self-assessments.
- Define the various EI competencies and develop strategies for enhancing them.
- Practice empathy-building skills with a focus on active listening.
- Assess how different leadership styles and their associated emotional intelligence competencies affect organizational climate and business results.

Course Outlines

Day 1: Emotional Intelligence

- Definition, theories, and models of emotional intelligence.
- The difference between Emotional Quotient EQ and Intelligence Quotient IQ.
- The impact of EQ vs. IQ on personal and professional success.
- Research findings on the effectiveness of emotional intelligence.
- Introduction to Daniel Goleman’s EI competency framework.



Day 2: Self-Awareness and Self-Management: The Cornerstones of EI

- The importance of self-awareness in leadership.
- Social awareness and its role in enhancing leadership effectiveness.
- Conducting a self-assessment to identify your personality type and emotional triggers.
- Interpreting the results: Extraversion vs. introversion, sensing vs. intuition, thinking vs. feeling, judgment vs. perception.
- Developing self-management skills based on your assessment results.

Day 3: The Conceptual Model of EI Competencies

- Introduction to the competency framework of emotional intelligence.
- Understanding the four competency clusters: Self-awareness, Self-management, Social awareness, and Relationship management.
- Practical examples of how these competencies apply in leadership situations.
- How to improve core competencies, including self-awareness and social awareness.

Day 4: Empathy: A Critical EI Competency

- Defining empathy and its role in leadership.
- The relationship between empathy and active listening.
- Identifying your personal listening style: appreciative, empathic, comprehensive, discerning, and evaluative listening.
- Practicing effective listening techniques to foster deeper understanding and connection.

Day 5: EI Competencies & Leadership Styles

- How leadership styles influence organizational climate.
- Understanding the six leadership styles and their impact on business outcomes.
- Exploring the correlation between emotional intelligence competencies and leadership effectiveness.
- Identifying when to apply different leadership styles based on emotional intelligence and team dynamics.

Why Attend this Course: Wins & Losses!

This course is a unique opportunity for anyone looking to enhance their leadership and emotional intelligence skills. Here's why attending this course is a must:



- Boost Your Emotional Intelligence EI: Learn how to improve emotional intelligence and apply it in leadership roles to increase your influence and effectiveness.
- Leadership and Emotional Intelligence: Understand the critical link between leadership and emotional intelligence. Learn how to adapt your leadership style to drive results and foster positive organizational climate.
- Develop Empathy and Communication Skills: Strengthen your ability to connect with others by mastering empathy and active listening.
- Enhanced Organizational Impact: Gain the ability to influence your team's performance and create a more cohesive, motivated work environment.
- Certification in Emotional Intelligence: Earn a certification that demonstrates your ability to lead with emotional intelligence, making you a more attractive candidate for leadership roles.

Conclusion

Emotional intelligence is an indispensable skill for leaders seeking success in today's complex, fast-paced work environments. By enhancing your emotional intelligence, you will become more attuned to your team's needs, communicate more effectively, and handle challenges with greater ease. This course will provide you with practical tools to improve your leadership style through empathy, self-awareness, and improved relationship management.

Join this course to unlock the power of emotional intelligence in leadership and transform your leadership approach for better organizational outcomes.

