

Advanced Course in Emotional Intelligence for Managers & Leaders

Amsterdam

23 March - 3 April 2026

UK Training

PARTNER



Advanced Course in Emotional Intelligence for Managers & Leaders

Code: LM28 From: 23 March - 3 April 2026 City: Amsterdam Fees: 7100 Pound

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

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- 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

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

- 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 will 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.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

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)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



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)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



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



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior,
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
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

Artificial Intelligence (AI)
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

