

Advanced Course in Emotional Intelligence for  
Managers & Leaders

*Cape Town (South Africa)*

*12 - 23 May 2025*

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## Advanced Course in Emotional Intelligence for Managers & Leaders

Code: LM28 From: 12 - 23 May 2025 City: Cape Town (South Africa) Fees: 5600 Pound

### Introduction

The Emotional Intelligence for Managers & Leaders course is a cutting-edge program designed to equip participants with the latest knowledge and advanced skills essential for leadership roles. This course delves into the most modern and innovative concepts, strategies, and tools related to emotional intelligence EI to enhance managerial and leadership effectiveness. Participants will gain a deep understanding of the key principles, frameworks, and best practices shaping emotional intelligence in relationships and the workplace today.

### Course Objectives

- **Develop Emotional Intelligence EI Competencies:** Participants will build a solid foundation in emotional intelligence, including self-awareness, self-regulation, empathy, social skills, and motivation. They will understand why emotional intelligence is important for effective leadership and managerial success.
- **Enhance Leadership Skills through EI:** This course explores how to improve emotional intelligence to elevate leadership capabilities. Participants will learn how to inspire and motivate their teams, build strong relationships, and effectively manage conflicts by applying emotional intelligence principles.
- **Foster a Positive Work Environment:** Participants will understand the impact of emotional intelligence on creating a positive and inclusive work culture. They will learn strategies to cultivate high emotional intelligence within their teams, fostering collaboration and promoting employee well-being.
- **Develop Effective Communication Skills:** This course focuses on enhancing communication through emotional intelligence. Participants will learn to listen actively, communicate with empathy, and adapt their communication style to different individuals and situations.
- **Manage and Regulate Emotions in the Workplace:** Participants will gain insights into managing their own emotions and those of others in the workplace. They will learn techniques for handling stress, managing conflicts, and promoting emotional well-being within their teams.

### Course Outlines

#### Day 1: Introduction to Emotional Intelligence EI

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

#### Day 2: Empathy and Social Awareness

- Importance of empathy as a fundamental leadership skill.
- Strategies to enhance social awareness and connect with team members.
- Understanding non-verbal cues for better communication.

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

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- Activities to cultivate empathy and improve interpersonal understanding.

### Day 3: Motivation and Goal Setting

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

### Day 4: Emotional Intelligence in Leadership

- Applying EI to build strong, trust-based leadership relationships.
- Understanding the impact of EI on different leadership styles.
- Strategies for creating an inspiring and motivating work environment.
- Real-world examples of leaders leveraging EI effectively.

### Day 5: Effective Communication through EI

- Developing active listening skills for improved communication.
- Conveying messages clearly with positive emotional language.
- Adapting communication styles to fit different personalities.
- Interactive exercises to enhance relational communication skills.

### Day 6: Emotional Intelligence and Conflict Management

- Identifying common causes of workplace conflict.
- Strategies for constructive conflict resolution using EI principles.
- Turning conflicts into learning and growth opportunities.
- Exercises for conflict resolution and negotiation within teams.

### Day 7: Emotional Intelligence and Decision Making

- Exploring the role of EI in making effective, informed decisions.
- Managing emotional pressures in decision-making processes.
- 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 for participants.

### Day 9: Emotional Intelligence and Stress Management

- Techniques to manage daily work pressures and stress.
- The role of EI in fostering emotional balance and well-being.
- Building emotional resilience to face workplace challenges.

A graphic of a chessboard with several chess pieces (a king, a pawn, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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- Practical exercises in stress management and self-awareness.

## Day 10: Emotional Intelligence for Organizational Success

- Leveraging EI to create a positive organizational culture.
- Strategies to promote corporate collaboration and communication.
- Understanding the benefits of emotional intelligence on innovation and performance.
- Real-world examples of organizations using EI for success

### Conclusion

In conclusion, the Emotional Intelligence for Managers & Leaders course empowers participants with vital skills for effective leadership in today's workplace. By exploring the meaning of emotional intelligence and its core components, participants gain practical strategies to enhance their leadership abilities, improve team dynamics, and foster a positive work environment.

This course emphasizes the importance of emotional intelligence in areas such as empathy, communication, and conflict resolution, providing tools to cultivate high emotional intelligence within themselves and their teams. As participants apply these principles, they will be better equipped to motivate their teams, manage stress, and create inclusive environments.

Ultimately, this course serves as a crucial investment in personal and organizational success, equipping leaders to navigate challenges and inspire others to achieve their best.

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