

Emotional Intelligence in the Workplace Training Course

Kuwait City (Kuwait)

8 - 12 March 2026

UK Training

PARTNER



Emotional Intelligence in the Workplace Training Course

Code: LM28 From: 8 - 12 March 2026 City: Kuwait City (Kuwait) Fees: 3700 Pound

Introduction

In today's dynamic work environment, Emotional Intelligence EI is a critical skill for enhancing communication, collaboration, and leadership. Emotional Intelligence enables individuals to understand and manage their emotions while effectively recognizing and responding to the emotions of others. This course provides participants with practical techniques to improve their emotional awareness, enhance interpersonal relationships, and create a positive impact in the workplace. Through hands-on exercises and real-world applications, participants will learn how to foster a productive and emotionally intelligent workplace culture.

Course Objectives

By the end of this course, participants will be able to:

- Understand the core principles of Emotional Intelligence and its importance in the workplace.
- Develop self-awareness and self-regulation skills for better emotional control.
- Enhance empathy and interpersonal skills to improve communication and teamwork.
- Apply conflict resolution strategies based on emotional understanding.
- Foster an emotionally intelligent work environment that encourages collaboration and productivity.

Course Outlines

Day 1: Introduction to Emotional Intelligence

- Definition and Importance of Emotional Intelligence in the Workplace.
- The Five Pillars of Emotional Intelligence.
- Understanding Emotional Triggers and their impact on behavior.
- Assessing your Emotional Intelligence level Self-Assessment Test.

Day 2: Developing Self-Awareness and Self-Regulation

- Techniques to increase self-awareness: Reflection and Feedback.
- Recognizing emotional triggers and understanding their root causes.
- Strategies for self-regulation: Mindfulness, Stress Management, and Emotional Control.
- Building resilience to handle workplace pressures effectively.
- Practical exercises on controlling emotional reactions.

Day 3: Enhancing Empathy and Social Skills

- Understanding the role of empathy in effective communication.
- Active listening techniques to enhance understanding.
- Building trust and strong relationships through emotional awareness.
- Mastering non-verbal communication and its influence.

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

- Group activities to practice empathy in real scenarios.

Day 4: Conflict Resolution and Effective Communication

- Identifying sources of conflict in the workplace.
- Techniques for managing and resolving conflicts with emotional intelligence.
- Collaborative problem-solving and negotiation skills.
- Applying emotional intelligence to diffuse tension and build harmony.
- Role-playing exercises for real-world conflict resolution.

Day 5: Fostering an Emotionally Intelligent Workplace

- Creating a positive work environment through emotional intelligence.
- Promoting teamwork, collaboration, and mutual respect.
- Encouraging emotional awareness across teams and departments.
- Leadership strategies for emotionally intelligent management.
- Case studies and group discussions on successful applications of EI.

Why Attend this Course: Wins & Losses!

- Master the key principles of Emotional Intelligence for better communication.
- Enhance interpersonal skills that boost teamwork and collaboration.
- Learn conflict resolution techniques to maintain harmony in the workplace.
- Foster a positive work environment that improves productivity and morale.

Conclusion

Emotional Intelligence is a powerful tool for transforming workplace dynamics and boosting personal effectiveness. By mastering EI, participants can improve their communication skills, manage conflicts smoothly, and create positive, productive work environments.

This course empowers participants with practical strategies to navigate emotional challenges and lead with empathy, resulting in stronger teams and greater organizational success.

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)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna



Rome (Italy)



Brussels



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich



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
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne
(Indonesia)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town



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 CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK 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 STC Solutions, KSA
 North Oil Company North Oil company,	 EKO EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

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

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER