

## Emotional Intelligence in the Workplace Training Course

*Kuala Lumpur (Malaysia)*

*23 - 27 March 2026*

UK Training

# PARTNER



## Emotional Intelligence in the Workplace Training Course

**Code:** LM28 **From:** 23 - 27 March 2026 **City:** Kuala Lumpur (Malaysia) **Fees:** 4200 **Pound**

### Introduction

In today's dynamic work environment, Emotional Intelligence EI is not just an added skill—it is a critical component for effective communication, leadership, and collaboration. Understanding the meaning of emotional intelligence and its profound impact on workplace dynamics enables individuals to develop emotional intelligence that improves relationships and productivity.

This emotional intelligence course is designed to equip participants with practical strategies to increase emotional intelligence, enhance self-awareness, and manage emotions effectively. Through hands-on exercises and real-world applications, participants will learn how to improve emotional intelligence to foster a productive, emotionally intelligent work culture.

### Course Objectives

By the end of this emotional intelligence training, participants will be able to:

- Understand the core principles of Emotional Intelligence and its importance in the workplace why is emotional intelligence important, emotional intelligence why is it important.
- Develop self-awareness and self-regulation skills for better emotional control how to develop emotional intelligence, how to increase emotional intelligence.
- Enhance empathy and interpersonal skills to improve communication and teamwork emotional intelligence in relationships, emotional intelligence at work.
- Apply conflict resolution strategies based on emotional understanding emotional intelligence activities, how to be emotionally intelligent.
- Foster an emotionally intelligent work environment that encourages collaboration and productivity emotionally intelligent leadership.

### Course Outlines

#### Day 1: Introduction to Emotional Intelligence

- Definition and Importance of Emotional Intelligence in the workplace meaning of emotional intelligence, why is emotional intelligence important.
- The Five Pillars of Emotional Intelligence: Self-awareness, Self-regulation, Motivation, Empathy, and Social Skills high emotional intelligence.
- Understanding emotional triggers and their impact on behavior emotional intelligence habits.
- Assessing your Emotional Intelligence level through practical emotional intelligence tests.

#### Day 2: Developing Self-Awareness and Self-Regulation

- Techniques to increase self-awareness: Reflection, Mindfulness, and Feedback how to improve your emotional intelligence, building emotional intelligence.

UK Training  
**PARTNER**



- Recognizing emotional triggers and understanding their root causes emotional intelligence examples.
- Strategies for self-regulation: Stress Management, Emotional Control, and Resilience how to build emotional intelligence.
- Building resilience to handle workplace pressures effectively emotional intelligence in business.
- Practical exercises on controlling emotional reactions.

### Day 3: Enhancing Empathy and Social Skills

- Understanding the role of empathy in effective communication emotional intelligence in relationships.
- Active listening techniques to enhance understanding and trust developing emotional intelligence.
- Building strong relationships through emotional awareness and effective communication emotional intelligence in business.
- Mastering non-verbal communication and its influence.
- Group activities to practice empathy in real-world scenarios.

### Day 4: Conflict Resolution and Effective Communication

- Identifying sources of conflict in the workplace and understanding how lack of emotional intelligence can escalate issues.
- Techniques for managing and resolving conflicts with emotional intelligence how to improve emotional intelligence.
- Collaborative problem-solving and negotiation skills based on emotional understanding emotional intelligence training for employees.
- Applying emotional intelligence to diffuse tension and build harmony.
- Role-playing exercises for real-world conflict resolution scenarios.

### Day 5: Fostering an Emotionally Intelligent Workplace

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

### Why Attend this Course: Wins & Losses!

- Master the key principles of Emotional Intelligence to communicate effectively emotional intelligence course.
- Enhance interpersonal skills that boost teamwork and collaboration emotional intelligence in relationships.
- Learn conflict resolution techniques to maintain harmony in the workplace how to be emotionally intelligent.
- Foster a positive work environment that improves productivity and morale emotional intelligence in business.
- Develop emotionally intelligent leadership that inspires and motivates teams emotional intelligence in leadership.

### 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

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a gold pawn behind it. The board is white and black squares. In the background, there are concentric circles.

UK Training  
**PARTNER**



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.

UK Training  
**PARTNER**

Head Office: +44 7480 775 526  
Email: [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)





## 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

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

