

Emotional Intelligence in the Workplace Training Course

Kigali (Rwanda)

7 - 11 June 2027

UK Training

PARTNER



Emotional Intelligence in the Workplace Training Course

Code: LM32 From: 7 - 11 June 2027 City: Kigali (Rwanda) 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.

The logo for UK Training Partner features the text 'UK Training' in a small, black, sans-serif font above the word 'PARTNER' in a large, bold, black, sans-serif font. The background of the logo is a chessboard with several chess pieces, including a king, a queen, and a pawn, arranged in a strategic formation.

- 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 silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, black, sans-serif font.

UK Training
PARTNER



positive, productive work environments.

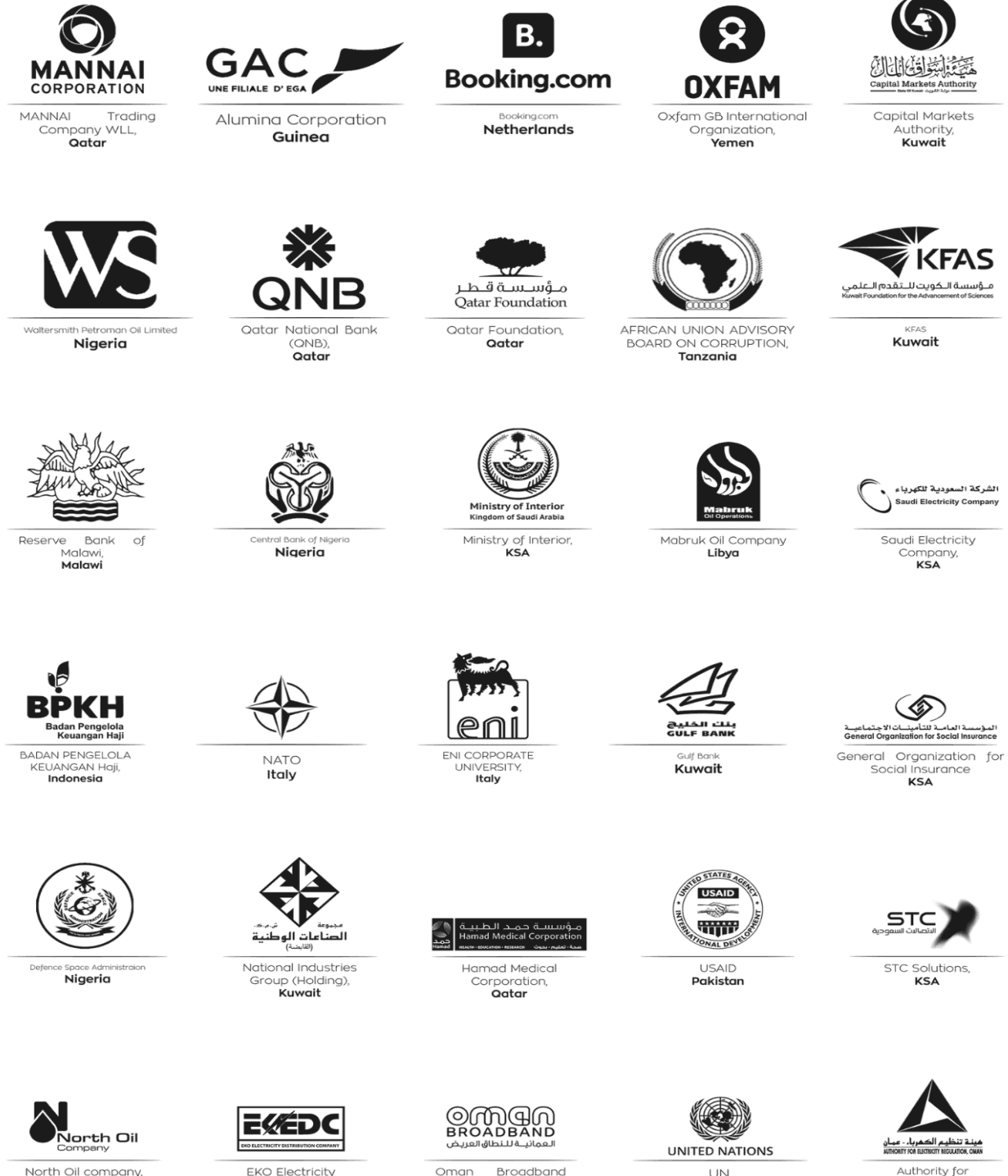
This course empowers participants with practical strategies to navigate emotional challenges and lead with empathy, resulting in stronger teams and greater organizational success.

A graphic of a chessboard with a checkered pattern. Three chess pieces are visible: a silver pawn, a silver king, and a gold king. The gold king is the largest and most prominent. In the background, there are concentric circles radiating from the center of the board.

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: www.blackbird-training.com

Blackbird Training Clients



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)
Sustainability, ESG & Corporate Responsibility
Advanced 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