BLACKBIRD FOR TRAINING

Emotional Intelligence for Personal & Professional Excellence

14 – 18 December 2026
Accra (Ghana)

UK Traininig
PARTNER



Emotional Intelligence for Personal & Professional Excellence

Ref: 3254995_184775 **Date:** 14 – 18 December 2026 **Location:** Accra (Ghana) **Fees:** 4200 GBP

Introduction

Emotional Intelligence EI is no longer optional in the modern workplace—it's a foundational skill for achieving professional excellence and personal balance. This course empowers professionals with actionable tools to harness the power of emotions in communication, leadership, conflict resolution, and team building.
Designed for executives, team leaders, and specialists across government and private sectors in the MENA region, the course provides a practical roadmap to applying emotional intelligence in leadership, work relationships, and decision-making to boost both individual and organizational performance.

Course Objectives

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

- Understand the five core components of Emotional Intelligence EI.
- Recognize how emotions influence decision-making, relationships, and performance.
- Develop self-awareness and strategies for self-regulation.
- Enhance empathy and interpersonal communication at work.
- Apply emotional intelligence techniques to real-life personal and professional situations.
- Strengthen leadership and team management through EI.
- Reduce stress and improve workplace well-being.

Course Outlines

Day 1: Foundations of Emotional Intelligence

- What is Emotional Intelligence, and why does it matter?
- Goleman's Five Components of EI.
- The neuroscience of emotions.
- Personal and professional benefits of emotional intelligence.
- Self-assessment: evaluating your current EI level.



Day 2: Self-Awareness & Self-Regulation

- Identifying emotional triggers.
- Expanding emotional vocabulary.
- Techniques to manage emotional reactions.
- Cultivating composure and self-control.
- Practical mindfulness and reflection exercises.

Day 3: Motivation and Personal Drive

- Understanding intrinsic vs. extrinsic motivation.
- Aligning emotions with personal and professional goals.
- Managing inner dialogue and negative self-talk.
- Building resilience and a growth mindset.
- Tools to sustain long-term motivation.

Day 4: Empathy and Social Awareness

- The role of empathy in successful relationships.
- Active listening for emotional understanding.
- Reading non-verbal cues and emotional expressions.
- Navigating emotions in cross-cultural environments.
- Establishing trust and mutual respect within teams.

Day 5: Relationship Management & Emotionally Intelligent Leadership

- Leading with emotional intelligence.
- Conflict resolution using emotional awareness.
- Constructive feedback delivery and reception.
- Building emotionally intelligent teams.
- Creating a supportive and emotionally aware workplace culture.

Why Attend this Course: Wins & Losses!

- Build critical emotional intelligence skills for success.
- Improve communication and reduce workplace conflict.
- Lead teams with empathy and clarity.
- Make smarter, emotion-aware decisions.
- Enhance professional performance and reduce burnout.
- Foster a collaborative and respectful work environment.
- Increase resilience and stress management capacity.
- Achieve stronger relationships in and outside work.



Conclusion

Emotional Intelligence is a vital asset in today's dynamic professional landscape. Whether you're a seasoned executive or an emerging leader, developing EI will empower you to inspire others, lead with empathy, and achieve sustainable success.

This course offers more than just theory—it equips you with practical frameworks and personalized strategies to enhance performance and create emotionally intelligent teams and cultures.

