

# Emotional Intelligence for Personal & Professional Excellence

*Accra (Ghana)*

*15 - 19 December 2025*

UK Training

# PARTNER



## Emotional Intelligence for Personal & Professional Excellence

Code: PS28 From: 15 - 19 December 2025 City: Accra (Ghana) Fees: 3300 Pound

### 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.

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**

- 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.

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. In the background, there are concentric circles and the text 'UK Training PARTNER'.



## 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



Phuket (Thailand)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Seoul



Pulau Ujong (Singapore)



Irbid



Jakarta (Indonesia)



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

 <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> 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**

