

Emotional Intelligence

Lisbon (Portugal)

28 September - 2 October 2026

UK Training

PARTNER



Emotional Intelligence

Code: LM32 **From:** 28 September - 2 October 2026 **City:** Lisbon (Portugal) **Fees:** 5200 **Pound**

Introduction

In today's dynamic and fast-changing workplace, emotional intelligence has become one of the most vital skills for achieving professional and leadership success. It goes beyond understanding emotions – it encompasses the ability to manage them wisely, communicate effectively, and build relationships grounded in trust and respect.

The Emotional Intelligence course is designed to help participants develop self-awareness, emotional regulation, empathy, and interpersonal communication. It focuses on practical strategies to enhance workplace relationships, handle challenging situations with composure, and use emotions as a source of motivation rather than disruption.

Through interactive learning and practical applications, participants will gain the tools to navigate complex work environments, foster collaboration, and cultivate emotionally intelligent leadership that drives engagement and organizational growth.

Course Objectives

- Understand the concept and components of emotional intelligence.
- Recognize the connection between emotions, behavior, and performance.
- Develop self-awareness and control over emotional reactions.
- Strengthen empathy and improve interpersonal communication.
- Apply effective techniques to manage stress and workplace challenges.
- Build teamwork and collaboration using emotional awareness.
- Use emotional intelligence to enhance leadership and resolve conflicts.
- Foster professional relationships based on trust and respect.

Course Outlines

Day 1: Understanding Self and Emotional Awareness

- Introduction to emotional intelligence and its key elements.
- The difference between emotional and rational intelligence.
- Self-awareness and its influence on personal and professional behavior.
- Identifying and understanding emotional patterns.
- Practical exercise to recognize emotional strengths and weaknesses.
- Case study on self-awareness and its role in decision-making.

Day 2: Managing Emotions and Handling Pressure

- Understanding emotional triggers and their impact on behavior.
- Strategies for controlling anger and reducing stress.
- Turning negative emotions into productive motivation.
- Techniques for maintaining calm under pressure.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in the foreground. The text 'UK Training' is in a small font above the word 'PARTNER' in a large, bold, black sans-serif font.

UK Training
PARTNER

- Practical exercise on managing emotions in workplace situations.
- Group discussion on real-life cases of emotional management.

Day 3: Empathy and Effective Human Communication

- The meaning and importance of empathy in the workplace.
- Active listening as a foundation for understanding others.
- Reading body language and nonverbal signals.
- Balancing assertiveness and empathy in communication.
- Group activity to improve empathetic communication.
- Case study on successful and failed communication scenarios.

Day 4: Emotional Intelligence in Leadership and Teamwork

- The role of emotional intelligence in motivating and inspiring teams.
- Building trust and collaboration through emotional connection.
- Understanding personality types and adapting leadership styles.
- Leading by example and fostering a positive work culture.
- Practical exercise on resolving conflicts through emotional insight.
- Case analysis of emotionally intelligent leadership in practice.

Day 5: Practical Application and Self-Assessment

- Integrating emotional intelligence into daily professional practices.
- Developing a personal plan for emotional growth.
- Assessing the impact of emotional intelligence on performance.
- Combined exercise on leadership, self-awareness, and empathy.
- Participant presentations and reflective discussions.
- Final evaluation and feedback on personal progress.

Why Attend This Course? Wins & Losses!

- Strengthen your ability to understand yourself and others effectively.
- Enhance leadership skills through emotional awareness.
- Improve communication and collaboration across teams.
- Gain practical tools to manage emotions and stress.
- Build relationships based on respect and trust.
- Increase motivation, engagement, and personal resilience.
- Foster a harmonious, productive workplace environment.
- Develop a balanced approach between emotion and logic in decision-making.

Conclusion

Emotional intelligence is no longer an optional soft skill – it is a strategic competency that defines effective leadership and sustainable success. A professional who understands and manages emotions intelligently can inspire others, handle challenges with confidence, and build stronger, more cooperative teams.

The Emotional Intelligence course empowers participants to apply emotional understanding in leadership, communication, and decision-making. It provides practical frameworks to turn awareness into action and

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 a checkered pattern of light and dark squares.

UK Training
PARTNER



relationships into meaningful collaboration.

Developing emotional intelligence leads to balance, resilience, and growth – both personally and professionally – transforming workplaces into spaces of trust, harmony, and shared achievement.

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

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

UK Training
PARTNER

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
 WS Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS مؤسسة الكويت للتقدم العلمي Kuwait Foundation for the Advancement of Sciences KFAS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia Ministry of Interior, KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 الصناعات الوطنية 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

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