Training Course on Leading with Emotional Intelligence

Professional Development Training Course Outline

Category	Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s dynamic and high-pressure corporate landscape, emotional intelligence (EQ) has emerged as a cornerstone of effective leadership. Leaders who master emotional intelligence are better equipped to build trust, manage stress, resolve conflict, and foster a collaborative work culture. This training course offers a deep dive into the principles and practices of EQ leadership, empowering professionals to connect authentically, inspire their teams, and drive organizational success.

Training Course on Leading with Emotional Intelligence is designed to enhance self-awareness, promote empathy, improve interpersonal skills, and build resilience in leadership roles. Participants will gain actionable tools, techniques, and strategies to navigate complex emotional scenarios, enhance employee engagement, and make emotionally intelligent decisions that align with both business goals and personal values.

Programme Curriculum

Training Course on Leading with Emotional Intelligence

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Course Objectives

1. Understand the five components of emotional intelligence in leadership.
2. Enhance self-awareness and emotional regulation in high-stress environments.
3. Develop empathetic communication for better team collaboration.
4. Strengthen decision-making skills using emotionally intelligent frameworks.
5. Foster psychological safety in teams to drive performance.
6. Cultivate resilient leadership behaviors in dynamic workspaces.
7. Manage workplace conflict with emotional intelligence strategies.
8. Improve employee engagement through authentic leadership.
9. Apply EQ in remote leadership and hybrid workplace models.
10. Align emotional intelligence with diversity and inclusion efforts.
11. Use emotional agility for navigating organizational change.
12. Assess and develop emotional intelligence metrics in leadership development.
13. Create a personal EQ-driven leadership action plan.

Target Audience

1. Senior Executives
2. Middle Managers
3. Team Leaders
4. Project Managers
5. Human Resource Professionals
6. Learning & Development Specialists
7. Entrepreneurs
8. Public Sector Leaders

Course Duration: 5 days

Course Modules

Module 1: Foundations of Emotional Intelligence

- Define emotional intelligence and its five core components.
- Differentiate between IQ, EQ, and personality.
- Explore the science behind emotional intelligence.
- Understand the impact of EQ on workplace culture.

- Evaluate your current EQ level with self-assessment tools.
- **Case Study**: How Google enhanced team productivity by prioritizing psychological safety.

Module 2: Self-Awareness and Self-Regulation

- Techniques to increase emotional self-awareness.
- Understanding emotional triggers and behavioral patterns.
- Managing emotions under pressure.
- Tools for building emotional resilience.
- Using mindfulness to enhance self-control.
- **Case Study**: Satya Nadella's leadership transformation at Microsoft.

Module 3: Empathy and Social Awareness

- Understanding the neuroscience of empathy.
- Active listening strategies to connect with others.
- Developing perspective-taking and cultural sensitivity.
- Leveraging empathy for effective communication.
- Using emotional cues to guide responses.
- **Case Study**: Starbucks' empathy training program and customer satisfaction.

Module 4: Relationship Management and Influence

- Building trust and rapport with teams.
- Coaching and mentoring through emotional intelligence.
- Resolving conflicts using EQ principles.
- Communicating with clarity and compassion.
- Inspiring and motivating others emotionally.
- **Case Study**: How Oprah Winfrey uses emotional influence to lead change.

Module 5: Emotional Intelligence in Decision-Making

- Emotional data in strategic decision-making.
- Identifying cognitive biases and emotional triggers.
- Enhancing moral and ethical judgment.
- Balancing emotion and logic in high-stakes choices.
- Cultivating emotional clarity for complex decisions.
- **Case Study**: How Airbnb leaders handled crisis during COVID-19 layoffs.

Module 6: Leading High-Performing Teams with EQ

- Understanding team dynamics and EQ alignment.
- Creating psychologically safe team environments.
- Facilitating collaboration and emotional accountability.
- Recognizing and managing group emotions.
- Encouraging feedback and emotional openness.
- **Case Study**: Pixar's emotionally intelligent team culture for innovation.

Module 7: Emotional Intelligence and Change Leadership

- Leading with EQ during organizational transitions.
- Managing resistance with empathy and transparency.
- Empowering teams through emotional storytelling.
- Sustaining morale during uncertainty.
- Role modeling emotional adaptability.
- **Case Study**: Nelson Mandela's emotionally intelligent leadership through political change.

Module 8: Developing Your Emotional Intelligence Action Plan

- Setting EQ development goals.
- Creating a personal leadership brand with emotional intelligence.
- Building habits for sustainable emotional growth.
- Leveraging feedback and coaching support.
- Measuring EQ progress and performance.
- **Case Study**: A CEO's one-year EQ transformation story and business growth.

Training Methodology

- Interactive workshops with real-time feedback
- Group discussions and role-playing scenarios
- Case study analysis and leadership simulations
- Self-assessment tools and reflection exercises
- Personalized EQ action plan development
- Post-course support through coaching or peer groups

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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