

EMOTIONAL INTELLIGENCE

Build stronger relationships with enhanced emotional intelligence.

◆ ABOUT THE COURSE

Technical expertise alone doesn't build great teams - strong relationships do. Emotional Intelligence (EI) is key to trust, collaboration and effective leadership. This session highlights EI as a practical skill to help managers strengthen connections and bring out the best in their teams.

We'll explore what emotional intelligence looks like in leadership; how to recognise and manage your emotional triggers; and strategies to build empathy and interpersonal awareness. You'll leave able to lead with greater self-awareness and help your team grow their own EI.

◆ SESSION AGENDA

01 What is Emotional Intelligence?

Learn Goleman's model and the four elements of EI: self-awareness, self-management, social awareness and relationship management.

02 Self-Awareness

Understand how self-awareness shapes your leadership and explore the gap between how you see yourself and how others perceive you.

03 Self-Management

Apply neuroscience-backed techniques to recognise and regulate your emotional responses in the moment.

04 Social Awareness

Learn how to build empathy and see situations from other people's perspectives.

05 Relationship Management

Learn practical skills to strengthen working relationships and build trust.

06 Helping Others Develop Their EI

Support your team members in recognising and building their own emotional intelligence.

FACILITATED SESSION

This is a coach-led session. Managers work on real situations from their teams, reflect on their behaviour, and practise applying the tools - leaving with actions, not just ideas.

◆ INTERACTIVE EXERCISES

Qualities of Emotional Intelligence

Individually or in pairs, brainstorm the qualities that make up emotional intelligence on post-it notes or a shared whiteboard, then map them against the four elements of EI.

Positive vs Negative Actions

In breakout groups, work through a workplace scenario and identify the positive and negative actions a manager could take across the four elements of EI.

Your Johari Window

Individually, reflect on what you make visible to others, what you keep private and where you want to reduce your blind spots.

Name It to Tame It

Individually, work through a recent emotional reaction using the "I'm feeling... because... what I need right now is..." framework.

Perceptual Positions

In breakout groups, work through a real miscommunication or conflict from three perspectives: your own, the other person's and a detached observer's.

Building Rapport

Individually, identify a work relationship that isn't as easy as you'd like and note how you could use rapport-building skills to improve it.

Helping a Team Member Grow Their EI

Individually, think through a real situation with a team member who could benefit from greater EI and identify how you could help them develop it.

◆ LEARNING OUTCOMES

- ◆ A strong understanding of emotional intelligence and how to apply it in your role.
- ◆ Greater self-awareness and improved ability to manage your emotional responses.
- ◆ More confidence in navigating workplace scenarios - such as interviews.
- ◆ Sharpened skills in recognising and responding to the emotions of others effectively.