

EMOTIONAL INTELLIGENCE

Build stronger relationships with enhanced emotional intelligence

◆ ABOUT THE COURSE

Technical expertise alone does not 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

Identify the qualities that make up emotional intelligence and map them against Goleman's four elements.

Positive vs Negative Actions

Work through a workplace scenario to identify constructive and unhelpful manager responses.

Your Johari Window

Reflect on what you share, what you hold back and where your blind spots sit.

Name It to Tame It

Practise a framework for naming and defusing an emotional reaction.

Perceptual Positions

Examine a real miscommunication from three different perspectives.

Building Rapport

Plan how to strengthen a work relationship that currently feels difficult.

Helping a Team Member Grow Their EI

Consider how to support a team member who would benefit from greater emotional intelligence.

◆ 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.