

Course No. 2017

Emotional Intelligence & Effective Leadership Training Course

LEADERSHIP & MANAGEMENT DEVELOPMENT
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Emotional Intelligence & Effective Leadership Training Course provides a practical framework for strengthening emotional intelligence as a core leadership capability. The programme explores how self-awareness, emotional regulation, empathy, social awareness, and relationship management influence leadership effectiveness, decision-making, communication, and team performance.

Participants will examine their own leadership behaviors, emotional triggers, communication patterns, and interpersonal impact. The course develops practical techniques for managing emotions constructively, maintaining composure under pressure, responding rather than reacting, and adapting leadership behavior to different people and workplace situations.

The programme also focuses on using emotional intelligence to build trust, strengthen communication, motivate employees, manage conflict, influence stakeholders, and create productive working relationships. Participants will learn how to recognize emotional dynamics within teams and use this awareness to improve collaboration and engagement.

Through practical exercises, leadership scenarios, self-assessment activities, case studies, role plays, and an integrated final workshop, participants will develop a personal approach to emotionally intelligent leadership that supports stronger relationships, better decisions, higher team effectiveness, and sustainable organizational performance.

Objectives

- By the end of this training course, participants will be able to:
- Identify the core dimensions of emotional intelligence and their relevance to leadership.
- Assess personal emotional strengths, behavioral patterns, and development areas.
- Recognize emotional triggers and their impact on leadership behavior.
- Apply techniques for managing emotions and maintaining composure under pressure.
- Strengthen self-awareness and personal leadership effectiveness.
- Demonstrate greater empathy and understanding of different perspectives.
- Apply active listening and emotionally intelligent communication techniques.

- Adapt communication and leadership approaches to different individuals and situations.
- Build trust and stronger professional relationships within teams.
- Apply emotional intelligence to motivation and employee engagement.
- Manage disagreements and workplace conflicts constructively.
- Strengthen influence, persuasion, and stakeholder relationships.
- Apply emotional intelligence to managerial decision-making.
- Support teams through uncertainty, pressure, and organizational change.
- Develop emotionally intelligent approaches to feedback, coaching, and performance conversations.
- Create an integrated personal development plan for emotionally intelligent leadership.

Who Should Attend

This course is designed for executives, senior managers, department heads, supervisors, team leaders, project and programme managers, emerging leaders, and professionals responsible for managing people and relationships.

It is also suitable for HR and talent management professionals, business unit leaders, operations managers, customer experience leaders, technical managers, senior specialists, and professionals who need to strengthen communication, influence, collaboration, and interpersonal effectiveness.

The programme is relevant to professionals working in government entities, ministries, banks and financial institutions, oil and gas, energy, engineering, manufacturing, healthcare, technology, telecommunications, utilities, infrastructure, and major corporations.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Demonstrate stronger emotional awareness and leadership presence.
- Recognize how emotions influence behavior, relationships, and workplace outcomes.
- Regulate emotional responses during challenging professional situations.
- Apply empathy to understand employee and stakeholder perspectives.

- Communicate with greater clarity, awareness, and interpersonal sensitivity.
- Use active listening to strengthen understanding and trust.
- Adapt leadership behavior to different personalities, needs, and circumstances.
- Build stronger relationships based on credibility, respect, and trust.
- Recognize emotional dynamics affecting team performance and collaboration.
- Apply emotionally intelligent techniques to motivate and engage employees.
- Handle difficult conversations and conflicts with greater control and effectiveness.
- Influence stakeholders while maintaining constructive professional relationships.
- Integrate emotional intelligence into decision-making and problem-solving.
- Provide feedback and conduct coaching conversations more effectively.
- Support team resilience during change, pressure, and uncertainty.
- Develop a practical personal roadmap for sustained emotionally intelligent leadership.

Course Outline

DAY 01

Foundations of Emotional Intelligence and Leadership

- Understanding emotional intelligence and its leadership relevance
- The relationship between emotions, behavior, and performance
- Self-awareness and leadership effectiveness
- Recognizing emotional patterns and triggers
- Personal values, beliefs, and leadership behavior
- Emotional intelligence assessment
- Leadership presence and credibility
- Developing emotional awareness in professional environments

PRACTICAL EXERCISE

Personal emotional intelligence and leadership assessment

DAY 02

Self-Management, Emotional Regulation and Resilience

- Understanding emotional responses under pressure
- Emotional regulation and constructive responses
- Managing stress and challenging workplace situations
- Maintaining composure during difficult conversations
- Developing resilience and adaptability
- Managing frustration, defensiveness, and emotional escalation
- Building positive leadership habits
- Maintaining focus and professional judgment

PRACTICAL EXERCISE

Emotional regulation in high-pressure leadership scenarios

DAY 03

Empathy, Communication and Relationship Management

- Empathy as a leadership capability
- Understanding different perspectives and emotional needs
- Active listening and effective questioning
- Emotionally intelligent communication
- Building trust and psychological safety
- Adapting communication to different individuals
- Nonverbal communication and interpersonal signals
- Strengthening professional relationships

PRACTICAL EXERCISE

Applying empathy and active listening in leadership conversations

DAY 04

Emotional Intelligence in Teams, Conflict and Influence

- Emotional dynamics within teams
- Motivation and employee engagement
- Managing disagreements and workplace conflict
- Difficult conversations and constructive dialogue
- Giving and receiving feedback
- Coaching through emotionally challenging situations
- Influence and persuasion through relationship intelligence
- Managing stakeholder expectations and relationships

PRACTICAL EXERCISE

Resolving a complex team conflict through emotionally intelligent leadership

DAY 05

Emotionally Intelligent Leadership and Sustainable Performance

- Integrating emotional intelligence into leadership practice
- Emotionally intelligent decision-making
- Leading teams through change and uncertainty
- Building resilient and collaborative teams
- Creating a culture of trust, accountability, and engagement
- Sustaining leadership effectiveness under pressure
- Measuring personal and team development
- Continuous improvement in leadership behavior
- Final Integrated Workshop: Developing a Personal Emotional Intelligence & Effective Leadership Development Plan



Register or Request More Information

Course page: <https://quest-training.com/courses/emotional-intelligence-effective-leadership-training-course>

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