

Course No. 1367

Leadership, Emotional Intelligence & Influence Training Course

**LEADERSHIP & EXECUTIVE MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP**

DURATION

5 Days

DELIVERY

Classroom



Course Overview

The Leadership, Emotional Intelligence & Influence Training Course is an advanced professional development program designed to strengthen the leadership capabilities required to build trust, manage relationships, influence others, and achieve sustainable results through people. The program integrates leadership effectiveness, emotional intelligence, interpersonal awareness, communication, persuasion, and stakeholder influence to help managers and professionals perform more effectively in complex organizational environments.

Modern leadership requires more than technical competence or formal authority. Effective leaders must understand their own behaviors, recognize the emotions and motivations of others, manage pressure, communicate with clarity, and respond constructively to challenging situations. Emotional intelligence plays a central role in leadership effectiveness because it supports self-awareness, emotional regulation, empathy, relationship management, conflict resolution, employee engagement, and sound decision-making.

The course provides a practical framework covering leadership self-awareness, emotional intelligence, emotional regulation, empathy, active listening, leadership communication, influence, persuasion, negotiation, conflict management, motivation, change leadership, and stakeholder relationships. Participants will explore how to adapt their leadership behavior to different people and situations while maintaining professional credibility, accountability, and focus on results.

The program is highly practical and connects leadership concepts with realistic workplace situations through behavioral exercises, case studies, simulations, interactive discussions, role plays, and workshops. Participants will have opportunities to examine their leadership behaviors, identify emotional triggers, improve their responses to challenging situations, strengthen their influence, and develop more effective approaches to managing relationships and teams.

The Leadership, Emotional Intelligence & Influence Training Course provides direct value to organizations seeking leaders who can combine business performance with strong interpersonal effectiveness. The program supports stronger communication, better conflict management, improved employee engagement, more effective stakeholder relationships, and more confident leadership during periods of pressure, change, uncertainty, and organizational transformation.

Objectives

- Analyze the principles of leadership, emotional intelligence, and influence and evaluate their contribution to leadership effectiveness during the training program.
- Develop greater self-awareness by assessing leadership behaviors, strengths, development areas, emotional triggers, and personal sources of influence.
- Apply practical techniques for managing emotions, stress, and behavioral responses in challenging leadership and workplace situations.
- Improve empathy, active listening, and interpersonal awareness to better understand employees, colleagues, and stakeholders.
- Design leadership communication approaches that build trust, clarify expectations, and create stronger commitment.
- Strengthen influence, persuasion, and negotiation capabilities by applying credibility, logic, relationship awareness, and stakeholder understanding.
- Apply structured approaches to managing conflict, difficult conversations, and sensitive workplace situations while maintaining professionalism.
- Develop practical methods for motivating employees, strengthening engagement, and improving team performance through effective leadership behavior.
- Evaluate different leadership situations and select emotionally intelligent responses that support both people and organizational outcomes.
- Implement emotional intelligence techniques during organizational change, high-pressure situations, and critical decision-making.
- Improve the ability to build influential relationships across departments, organizational levels, and stakeholder groups.
- Prepare a personal 90-day leadership, emotional intelligence, and influence development plan with measurable actions and follow-up priorities.

Who Should Attend

This course is designed for executives, senior managers, department heads, supervisors, team leaders, project managers, operations managers, human resources professionals, technical managers, and experienced specialists who are responsible for leading people, influencing others, managing projects, or coordinating cross-functional initiatives. It is particularly relevant to professionals working in operations, engineering, finance, human resources, customer service, sales, corporate communications, technical functions, and business support environments.

The program is highly suitable for leaders in government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, industrial corporations, and large enterprises. It provides particular value to leaders who must balance performance expectations with employee needs, manage pressure, resolve disagreements, influence stakeholders, and lead teams through change.

The course is also suitable for technical experts and specialists who lead projects or teams without relying primarily on formal authority. It helps participants strengthen their ability to influence through credibility, communication, empathy, trust, and professional relationships while improving their effectiveness in complex interpersonal and organizational situations.

Learning Outcomes

- By the end of the course, participants will be able to:
- Assess their level of self-awareness and emotional intelligence and identify specific leadership behaviors requiring development.
- Recognize emotional triggers, behavioral patterns, and personal reactions and regulate responses more effectively.
- Use empathy and active listening to understand employee needs, stakeholder expectations, and interpersonal dynamics.
- Apply emotional intelligence techniques to performance discussions, difficult conversations, and sensitive leadership situations.
- Build trust and credibility through consistent, emotionally intelligent leadership communication.
- Apply practical influence, persuasion, and negotiation techniques across different personalities, interests, and organizational situations.
- Manage conflict and disagreement constructively while protecting professional relationships and team effectiveness.
- Select appropriate motivational approaches based on employee needs, circumstances, and performance requirements.
- Manage pressure, emotional tension, and complex situations while maintaining composure, judgment, and decision quality.
- Lead organizational change by communicating effectively, understanding emotional responses, and addressing resistance constructively.

- Build influential professional relationships with stakeholders across departments, organizational levels, and external interfaces.
- Develop and implement a 90-day personal leadership, emotional intelligence, and influence development plan.

Course Outline

DAY 01

Leadership Fundamentals, Self-Awareness, and Emotional Intelligence

- Modern leadership and its relationship with self-awareness
- The difference between formal authority and leadership influence
- Foundations of emotional intelligence and its role in leadership
- Understanding emotions, thoughts, behaviors, and leadership responses
- Identifying leadership strengths and development priorities
- Recognizing emotional triggers and their effect on behavior and decisions
- Emotional regulation and maintaining leadership composure
- Building credibility and trust in professional relationships
- Situational leadership and understanding different employee needs

PRACTICAL APPLICATION

Self-awareness and emotional intelligence assessment followed by development of an individual leadership profile

DAY 02

Empathy, Leadership Communication, and Relationship Building

- The role of empathy in effective leadership
- Balancing empathy with accountability and performance expectations
- Active listening and understanding verbal and non-verbal messages
- Strategic questioning and leadership dialogue

DAY 02 — CONTINUED

- Communicating with employees across different personalities and levels of experience
- Clear, balanced, and emotionally intelligent leadership communication
- Building trust and maintaining professional relationships
- Delivering constructive and motivating feedback
- Managing sensitive messages and difficult conversations

PRACTICAL APPLICATION

Role-playing leadership conversations and evaluating listening, empathy, and communication effectiveness

DAY 03

Leadership Influence, Persuasion, and Negotiation

- Principles of leadership influence and commitment
- Understanding motivations, needs, interests, and expectations
- Influencing without relying on formal authority
- Persuasion through credibility, logic, value, and relationships
- Stakeholder analysis and selecting appropriate influence approaches
- Negotiation skills for managers and leaders
- Managing objections, resistance, and competing viewpoints
- Building alliances and influential professional networks
- Leading conversations that require agreement, commitment, or decisions

CASE STUDY

Managing a multi-stakeholder situation and building alignment around an organizational decision

DAY 04

Conflict Management, Pressure, and Change Leadership

- Sources and dynamics of workplace conflict
- Leadership approaches to managing disagreements

DAY 04 — CONTINUED

- Managing emotionally charged and high-tension situations
- Difficult conversations and challenging workplace behaviors
- Emotional intelligence for managing pressure and uncertainty
- Decision-making under pressure and competing priorities
- The leader's role in organizational change
- Understanding resistance to change and employee concerns
- Communication during change, uncertainty, and organizational disruption

PRACTICAL APPLICATION

Leading a simulated organizational change scenario involving resistance, pressure, and conflicting stakeholder interests

DAY 05

High-Impact Leadership and Sustainable Personal Development

- Building leadership identity and personal influence
- Leading through trust, credibility, composure, and consistency
- Motivating teams and strengthening employee engagement
- Building a culture of accountability, collaboration, and respect
- Developing others through coaching, mentoring, and constructive guidance
- Encouraging initiative, ownership, and responsibility within teams
- Measuring the impact of emotional intelligence and influence on team performance
- Developing sustainable leadership habits and behaviors
- Defining personal leadership development indicators
- Best practices for building emotionally intelligent and influential leadership

FINAL WORKSHOP

Developing and presenting a 90-day Leadership, Emotional Intelligence & Influence Development Plan covering self-awareness, emotional regulation, communication, influence, conflict management, change leadership, and measurable progress indicators



Register or Request More Information

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

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

