# Developing your Emotional Intelligence Training

Duration: **3 Day**

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## Overview

Modern workplaces are hybrid, diverse, and fast-evolving. Advanced emotional intelligence (EI) techniques help you stay calm under pressure, foster trust across boundaries, and steer challenging conversations more effectively.

This highly interactive 3-hour workshop focuses on the practical application of EI in the workplace, including developing greater empathy, successfully managing your own emotional responses, and resolving conflict. It can be used stand-alone or to add greater breadth and depth to learning from our 90-minute Fundamentals of Emotional Intelligence (QAFEI).

Participants will practice handling more complex emotional dynamics in teams and cross-departmental settings, using practical case studies and interactive group work.

## Prerequisites

There are no prerequisites for attending this course, though it can build on the learning from Fundamentals of Emotional Intelligence.

### Target Audience

This course is designed for professionals who have grasped the basics of EQ but want to deepen their skills for more nuanced, emotionally charged situations.

## What You Will Learn

By the end of this course, learners will be able to:

- Recognise and manage emotional triggers in high-pressure or conflict situations
- Employ advanced empathy and communication techniques to guide challenging conversations
- Foster a positive team climate by balancing emotional needs with goal-focused leadership
- Develop a personal action plan for embedding EI skills in everyday interactions