Developing your Emotional Intelligence Training

Duration: **3 Day**

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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