

# Emotional Intelligence: Managing and Leading the Workforce

## COURSE OVERVIEW

This course is designed to equip leaders and professionals with the emotional intelligence (EI) skills needed to manage people more effectively and foster high-performing teams. Emotional intelligence is no longer a soft skill—it's a core leadership capability for navigating change, resolving conflict, inspiring others, and making sound decisions in high-pressure environments.

Participants will gain deep insights into self-awareness, emotional regulation, empathy, and social skills, and learn how to apply these to improve workplace relationships, leadership impact, and team dynamics.

## WHO SHOULD ATTEND?

This course is suitable for Supervisors, Team Leaders, Line Managers, HR Professionals, Senior Executives, and anyone responsible for leading, influencing, or managing others in the workplace.

## COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the core components of emotional intelligence and its impact on leadership
- Recognize and regulate their emotional responses for better decision-making
- Apply empathy and social awareness to build trust and rapport with teams
- Manage and resolve workplace conflict with emotional clarity
- Enhance communication, collaboration, and resilience within the workforce
- Use emotional intelligence to motivate teams and drive performance

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- The 5 pillars of Emotional Intelligence (Goleman's Model)
- Self-awareness exercises and emotional regulation techniques
- Building influence and trust through empathetic leadership
- Managing conflict and difficult conversations with composure
- Cultural intelligence and emotional awareness in diverse teams
- Balancing authority with approachability in leadership roles
- Tools for assessing and developing EI in yourself and your teams
- Interactive role plays and workplace simulations

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded