OFFICE EMOTIONAL INTELLIGENCE COURSE

Introduction

This course is designed to provide participants with a practical and comprehensive understanding of emotional intelligence (EI) and its application within the modern workplace. The training introduces participants to the core components of emotional intelligence, self-awareness, self-regulation, empathy, and social skills, and explores how these competencies shape communication, decision-making, and working relationships. It also examines how emotionally intelligent Behaviour supports collaboration, productivity, and a healthier organizational culture. Participants will gain knowledge on recognizing and managing their own emotions, reading and responding to the emotions of others, and applying emotionally intelligent approaches to communication, feedback, and conflict resolution. The course further examines emotional intelligence in leadership, managing workplace relationships, and sustaining emotional wellbeing at work. Through practical examples, self-assessment tools, case studies, role-play, and interactive discussions, participants will strengthen their ability to manage themselves, work effectively with others, and contribute to a more positive workplace environment.

Course Objectives

- Explain the meaning, components, and workplace relevance of emotional intelligence
- Recognise and manage personal emotions and emotional triggers
- Apply techniques for self-regulation and emotional resilience
- Demonstrate empathy and read the emotional cues of others accurately
- Apply emotionally intelligent communication and feedback skills
- Build and sustain positive working relationships
- Apply emotional intelligence to manage and resolve workplace conflict
- Apply emotional intelligence competencies in leadership and team settings
- Develop a personal plan to sustain emotional intelligence and wellbeing at work

Course Modules

> Module 1: Foundations of Emotional Intelligence
- Meaning and components of emotional intelligence
- The neuroscience of emotions
- Emotional intelligence versus IQ: why EI matters at work
- Models of emotional intelligence
- Benefits of emotional intelligence in the workplace
- Self-assessment of emotional intelligence

> Module 2: Self-Awareness and Self-Regulation
- Recognizing and naming emotions
- Identifying personal emotional triggers
- Managing stress and emotional reactions
- Techniques for self-regulation
- Building emotional resilience
- Reflection and journaling practices

> Module 3: Empathy and Social Awareness
- Understanding and reading the emotions of others
- Active listening skills
- Perspective-taking
- Recognizing team and organizational dynamics
- Cultural sensitivity and inclusion
- Avoiding assumptions and unconscious bias

> Module 4: Communication and Interpersonal Skills
- Emotionally intelligent communication
- Verbal and non-verbal cues
- Assertiveness versus aggression versus passivity
- Giving and receiving feedback
- Navigating difficult conversations
- Building trust and rapport

> Module 5: Managing Workplace Relationships
- Building positive working relationships
- Collaboration and teamwork

- Managing up, down, and across the organisation
- Networking with emotional intelligence
- Handling office politics constructively

> Module 6: Conflict Resolution and Negotiation
- Common sources of workplace conflict
- Applying emotional intelligence in conflict management
- Negotiation strategies
- De-escalation techniques
- Mediating workplace disputes
- Turning conflict into collaboration

> Module 7: Emotional Intelligence in Leadership
- Emotional intelligence competencies for leaders
- Motivating and inspiring teams
- Decision-making under emotional pressure
- Coaching and mentoring with emotional intelligence
- Leading through change and uncertainty

> Module 8: Sustaining Emotional Intelligence at Work
- Managing burnout and emotional fatigue
- Work-life balance and personal boundaries
- Continuous development of emotional intelligence
- Embedding emotional intelligence into organisational culture
- Measuring and tracking emotional intelligence growth
- Personal action planning

P.O Box 7254- 01000
www.trustgatecorporateskills.co.ke
Location Thika & Nairobi