Special Courses · SC348

Emotional Intelligence in the Workplace

Amman (Jordan) · 29 Nov 2026 - 3 Dec 2026

Date	Venue	Duration
29 Nov 2026 - 3 Dec 2026	**Amman (Jordan)**	**1 Week**
Fee	Ref	Language
£3,100 GBP	**SC348**	**English**

Introduction

Emotional Intelligence (EI) is a critical skill in today’s workplace, enabling individuals to recognise and manage their own emotions, understand others, and build effective relationships. High EI fosters collaboration, reduces conflict, and improves decision-making. This course provides practical tools and techniques to help participants strengthen their emotional intelligence and apply it in daily workplace interactions, leadership, and team dynamics.

Course Objectives of Emotional Intelligence in the Workplace

Upon completing this programme, participants will be able to:

- Understand the concept and components of Emotional Intelligence.
- Develop self-awareness and self-regulation strategies.
- Enhance empathy and social awareness in professional interactions.
- Apply EI skills to improve teamwork, communication, and leadership.
- Manage conflict and stress more effectively through EI.
- Create a personal development plan for continuous improvement in EI.

Course Methodology of Emotional Intelligence in the Workplace

- Lectures and Expert Insights: Leading industry experts will share their insights and best practices.
- Case Studies: Analyse real-world talent acquisition challenges and solutions.
- Group Discussions: Engage in meaningful discussions and share experiences with peers.
- Role-Playing and Simulations: Practice recruitment scenarios to enhance skills.
- Hands-on Workshops: Gain practical experience in using recruitment tools and techniques.

Organisational Impact of Emotional Intelligence in the Workplace

This training programme will have a positive impact on organisations by:

- Builds a culture of empathy, collaboration, and trust.

- Improves team performance and communication effectiveness.
- Enhances leadership effectiveness and employee engagement.
- Reduces workplace conflict and stress.
- Supports organisational resilience and adaptability.

Personal Impact of Emotional Intelligence in the Workplace

Participants will experience personal growth and development, including:

- Strengthens emotional awareness and self-control.
- Improves communication, empathy, and relationship-building skills.
- Enhances ability to handle workplace stress and pressure.
- Builds leadership and conflict management competencies.
- Boosts overall professional effectiveness and career growth.

Who Should Attend

This training programme is ideal for:

- Managers and team leaders.
- HR professionals and organisational development practitioners.
- Employees at all levels aiming to improve workplace relationships.
- Project leaders and cross-functional team members.
- Anyone seeking to strengthen interpersonal and leadership skills.

Course Outlines

Day 1

Introduction to Emotional Intelligence

- Defining Emotional Intelligence and its workplace relevance.
- The four domains of EI: Self-awareness, Self-regulation, Social awareness, Relationship management.
- EI vs IQ vs Personality.
- Assessing your current level of EI (self-assessment exercise).
- Case study: Emotional Intelligence in successful leadership.

Day 2

Self-Awareness and Self-Management

- Understanding emotions and their impact on behaviour.
- Identifying emotional triggers and patterns.
- Techniques for emotional self-regulation.
- Managing stress and staying resilient under pressure.
- Practical exercise: Journalling and reflection for emotional awareness.

Day 3

Social Awareness and Empathy

- Understanding others’ emotions through observation and listening.
- Developing empathy as a professional skill.
- Building cultural and social awareness in diverse workplaces.

- Recognising non-verbal cues and emotional signals.
- Group activity: Role-playing scenarios to practice empathy.

Day 4

Relationship Management and Communication

- Building trust and rapport with colleagues.
- Enhancing communication skills through EI.
- Managing conflict constructively using EI techniques.
- Motivating and inspiring others through emotionally intelligent leadership.
- Practical exercise: Difficult conversations role-play.

Day 5

Applying Emotional Intelligence in the Workplace

- Integrating EI into leadership and teamwork.
- EI in decision-making and problem-solving.
- Strategies to create emotionally intelligent teams.
- Developing a personal EI growth plan.
- Real workplace scenarios and application of EI tools.
- Course wrap-up, reflection, and action planning.

Register or ask about this course online

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