Special Courses · SC348

# Emotional Intelligence in the Workplace

Istanbul · 22 - 26 Nov 2026

| Date | Venue | Duration |
|---|---|---|
| **22 - 26 Nov 2026** | **Istanbul** | **1 Week** |
| Fee | Ref | Language |
| **£5,000 GBP** | **SC348** | **English** |

## Introduction

Emotional Intelligence (EI) is a critical skill in today’s workplace, enabling individuals to recognize 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 program, 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: Analyze 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.

## Organizational Impact of Emotional Intelligence in the Workplace

### This training program will have a positive impact on organizations 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 organizational 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 program is ideal for:

- Managers and team leaders.
- HR professionals and organizational 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 behavior.
- Identifying emotional triggers and patterns.
- Techniques for emotional self-regulation.
- Managing stress and staying resilient under pressure.
- Practical exercise: Journaling 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.

- Recognizing 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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