



Emotional Intelligence (EQ) Training

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This three-hour, instructor-led **Emotional Intelligence Training Course** helps participants understand emotions and manage their responses more effectively in workplace situations. Participants will explore self-awareness, empathy, social awareness, resilience and emotionally intelligent communication. The course also examines cultural differences in emotional expression, positive influence, emotional dishonesty and how emotional intelligence supports effective leadership. Delivered live online by an experienced trainer, this practical EQ course is suitable for employees, managers and leaders who want to build stronger workplace relationships and handle challenging situations confidently.

What You'll Gain:

Learn to manage your emotions and read others under pressure. A practical foundation for stronger communication, resilience and leadership.

Outcomes

After completing this course participants will have learned how to:

- Know how to read emotions
- Understand your own level of emotional intelligence
- Use the Johari window to understand what you reveal to others about yourself and what others reveal to you
- Understand resilience and how to build it
- Understand social awareness and empathy and how to be more empathic and socially aware
- Understand how different cultures respond to and display emotions
- Know how to influence others positively
- Know how to have emotionally intelligent conversations
- Understand manipulation and emotional dishonesty and how to avoid it
- Understand how to lead with emotional intelligence

Modules

Lesson 1: Understanding Emotional Intelligence

- The Power of Emotions
- The Limbic System

Lesson 2: Self-Awareness

- Tuning In to Your Own Emotions
- Johari Window

Lesson 3: Self-Regulation

- Self-Control
- PPR Framework
- Emotional Agility

Lesson 4: The Emotion of Others

- Emotional Cues
- Responding with CARE

Investment

\$450.00

Upcoming dates

Thu 10 Sep

10:00 AM*

Thu 05 Nov

09:00 AM*

Thu 21 Jan

09:00 AM*

Thu 04 Mar

09:00 AM*

*Timezone: America/Los_Angeles