



Internationally Certified Training Programs

Communication and Emotional Agility Course (CPD Certified)

Course Introduction

Emotional Intelligence and agility is the capacity to understand and manage emotions to improve job performance, in return, helping people stay calm and to think logically to establish good relationships and achieve goals.

Developing brilliant profiles goes beyond just extraordinary potentiality and mental ability it requires a high level of Emotional maturity. In this training program, Participants will learn how to develop and implement these competencies to enhance their relationships in work and life by increasing their understanding of social and emotional behaviours as well as learning how to manage their responses to difficult situations.

Target Audience

Entry/Beginner and intermediate level.

Learning Objectives

By the end of this training course, participants will be able to:

- Explore the different components of Emotional Intelligence.
- Recognize the impact of emotional intelligence on individual performance, relationships and overall well-being.
- Recognize the influence of emotions on decision-making, communication and relationships.

- Learn Techniques to control Impulsive Reactions and respond thoughtfully in challenging situations.
- Develop strategies for building and maintaining positive relationships.
- Enhance Conflict Resolution Skills and Manage Difficult Conversations.

Course Outline

• 01 Day One

The Original Story of Emotions

- What are Emotions?
- How does our brain work with emotions?
- Influence of Emotions
- Where Do Emotions Come From?
- Identifying and Labeling Emotions

What is Emotional Intelligence?

- The 4 Dimensions of Emotional Intelligence
- Why is it important to be emotionally intelligent?
- Components of Emotional Intelligence

Self-Awareness

- Why is it important to be emotionally self-aware?
- Understanding Emotional Personality Types
- Self-Awareness Tools

• 02 Day Two

Self-Management

- Self-Regulation Strategies
- How to manage thoughts and feelings?
- Emotional Agility

Social Awareness

- Competency One: Empathy
- Competency Two: Organizational Awareness

Relationship Management

- How to Manage Your Relationships Effectively

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 30, 2025	July 1, 2025	2 days	3250.00 \$	UAE - Abu Dhabi
Dec. 1, 2025	Dec. 2, 2025	2 days	3250.00 \$	UAE - Dubai