



Management And Leadership

Emotional Intelligence and Advanced Communication Skills for Leaders

Course Introduction

Leadership skills are in many contexts—the workplace, schools and classrooms, politics, volunteer organizations, and even within families. People who take initiative, who have a vision, and who can strategize, plan, and accomplish goals to achieve their vision are considered good leaders. But good leaders who are emotionally intelligent are far recognizable for they display a kind of management that embraces and draws from different branches of behavioural, emotional and communication strategies to develop more productive and successful organization.

Successful leaders are those who possess powerful communication skills and an understanding of the differences in the way people **Interact. interpersonal interaction skills**

Developing and using good interpersonal interaction skills often leads to promotions, productive work and work environments, positive relationships with colleagues, bosses and clients and demonstrates organizational and personal leadership.

This training course is designed to provide participants with an in-depth understanding and knowledge of how EQ influences capacity to respond to others, and help participants communicate more effectively, develop interpersonal skills and build rapport with others in the workplace.

Target Audience

Newly promoted Managers.

- Senior Management and Executives.
- Middle Managers.
- Team Leaders and Supervisors.
- New Managers and Supervisors.
- Experienced Managers and Supervisors.
- High-Potential Employees.

Learning Objectives

- Develop interpersonal skills such as self-awareness, to recognize and understand one's behaviour and emotions.
- Maintain emotional energy and intelligence to motivate and lead team members towards achieving organizational goals.
- Gain an understanding of how emotional intelligence (EQ) affects leadership and corporate business results.
- Develop interpersonal skills which indicate the individual's proficiency in managing relationships and building networks
- Develop skills in responding to challenges, criticisms and adversity.
- Use advanced communication tools and skills to deliver various types of messages
- Identify the different personal listening styles and discover their own • Apply meta programs to improve understanding of people

Course Outline

• 01 Day One

Understanding Emotional Intelligence

- Defining Emotional Intelligence Quotient (EQ)
- Emotional Intelligence in the workplace
- Intrapersonal & Interpersonal skills
- Removing blocks to teamwork through EQ
- Understanding personality differences for Innovative Teamwork
- Developing teamwork for managerial success

Develop Emotional Skills

- Understanding EQ competencies
- Recognizing one's emotions and their effects
- Accurate self-assessment for personal transformation
- Knowing one's strengths & weaknesses

- Self-confidence: a strong sense of one's worth and capabilities
- Developing trustworthiness for corporate transformation

• 02 Day Two

Applying Emotional Skills

- Becoming aware of your emotional expressions
- Emotions and decision making
- Develop the emotional imagination
- Idea generation and problem solving
- Getting things done through people
- Managing anger at work

Emotionally Intelligent Manager

- Instituting and managing change
- Building effective teams
- Listening openly and sending convincing messages
- Inspiring and guiding individuals & teams
- Nurturing relationships
- Creating synergy in teams

• 03 Day Three

Advancing Your Communication Skills

- The four laws of communication
- Mehrabian's 55-38-7 rule
- The communication process and the factors affecting it
- Internal vs. External business communication

Communicating as a Manager

- How hierarchy and power affect communication
- Professional communication for managers
- Communication Etiquette & Ethics
- Business Communication styles, models, channels and tools
- Identifying your own communication style and preference
- Building Mutual trust & respect on professional level
- Handling Difficult Employees
- Managing the Unmanageable

• 04 Day Four

Professional Body Language

- Importance of interpreting other's body language for managers
- Recognize the emotional state of your subordinates
- What gestures should you be aware of
- Open and closed body gestures and their impact on formal & informal communication

Effective Listening

- Common listening issues
- Guidelines for effective listening
- Effective listening and paraphrasing techniques
- Understanding different listening styles: active versus passive styles
- Assessing personal listening profiles
- Questioning Techniques

• 05 Day Five

Advanced assertiveness skills

- Understanding assertiveness: definition and values
- Components of passive, assertive and aggressive styles
- Assertiveness rights and responsibilities
- Activities for practicing assertive behavior
- Managing criticism assertively
- How to provide actionable feedback for others?
- How can you avoid appearing aggressive?

The power of influence and persuasion

- Definition and characteristics of influence
- The 6 principles of persuasion: how to apply them
- Bases and sources of power
- Persuasion and influence – fundamentals, tools, and techniques

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 16, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Sept. 29, 2025	Oct. 3, 2025	5 days	4950.00 \$	Malaysia - kuala lumpur
Dec. 22, 2025	Dec. 26, 2025	5 days	4250.00 \$	UAE - Dubai
Aug. 10, 2025	Aug. 14, 2025	5 days	4250.00 \$	oman - salalah