



Interpersonal Skills and Self Development

The Glow of Magic: Mastering Emotional Intelligence Techniques

Course Introduction

Recent studies indicate that 25% of leaders' success derives from raw intelligence, while 75% of their success stems from their abilities to understand the needs of their company and build relationships with members of their organizations.

This program links emotional intelligence to practical behaviours for daily life situations as well as for business situations in your workplace. In this workshop, participants assess the strengths and areas of improvement in their emotional intelligence capabilities and identify ways they can increase their emotional intelligence when dealing with others.

The workshop starts with a series of guided reflections and takes participants through a series of emotionally charged situations through which they develop a greater understanding of EQ, and will be equipped by practical tools and techniques to interpret this understanding to behaviours in the real life.

Target Audience

- Executive Secretaries
- Executive Personal Secretaries
- Personal Secretaries
- Executive Assistants
- Personal Assistants
- Office Managers
- Administration Managers
- Management Secretaries
- Senior Assistants

Learning Objectives

- Define Emotional Intelligence (EQ).
- Identify and practice the main EI Components
- Identify the benefits of emotional intelligence.
- Analyze your behavior.
- Recognize Johari Window Model
- Change your negative thoughts and mentality to positive thinking and reduce your worries.
- Recognize what it takes to believe in yourself and learn how to get motivated.
- Discover how to Communicate with empathy and compassion
- Use EI to appreciate and motivate your colleagues and team members
- Use feedback as a tool to motivate and appreciate colleagues and team members
- Articulate your emotions using the right language
- Effectively impact others
- Use the concepts and techniques in the workplace
- Acquire and develop social intelligence skills
- Plan Personal development steps to improve your EI

Course Outline

• 01 Day One

DEFINE EMOTIONAL INTELLIGENCE

- Benefits of EI
- Understand the difference between Trait EI and Ability EI
- 5 Dimensions of Trait EI Model
- Self-Awareness (SA)
- Managing Emotions (ME)
- Motivation (M)
- Empathy (E)
- Social Skills (SS)

- Determine your EQ

SELF-AWARENESS (SA)

- Self-Awareness
- Seeing the other side
- Giving in without giving up
- Life Positions – you and only you can choose your mindset

SELF-REGULATION/MANAGING EMOTIONS (ME)

- Self-Regulation/Managing Emotions (ME)
- The 'EQ brain' and how it works
- The science of emotions
- Understanding Emotions
- Find your self-control
- Using Coping Thoughts

SELF-MOTIVATION (M)

- Self-Motivation
- Optimism
- Pessimism
- The balance between optimism and pessimism
- The power of re-framing

• 02 Day Two

EMPATHY (E)

- Empathy
- Barriers to empathy
- Developing your empathy

SOCIAL SKILLS (SS)

- Social skills
- Making an impact
- Creating a powerful first impression
- Assessing a situation
- Traits of a person with high social skills

FEEDBACK

- Feedback and EI
- Feedback models
- Using feedback to appreciate and motivate

FOUR SKILLS IN EMOTIONAL INTELLIGENCE

- How to accurately perceive emotions
- Use emotions to facilitate thinking
- Understand emotional meanings
- Manage emotions

VERBAL COMMUNICATION SKILLS

- Focused listening
- Asking questions
- Communicating with flexibility and authenticity

• 03 Day Three

NON-VERBAL COMMUNICATION SKILLS

- Body language
- The signals you send others
- It is not what you say, it's how you say it

SOCIAL MANAGEMENT AND RESPONSIBILITY

- Understand Emotions and How to Manage Them in the Workplace
- Role of Emotional Intelligence at Work
- Articulate your Emotions Using Language
- Disagreeing Constructively

THE NEW SCIENCE OF HUMAN RELATIONSHIPS: SOCIAL INTELLIGENCE

- What Is Social Intelligence?
- Why Does It Matter?
- The key elements of social intelligence
- How to Develop “SI”

A TAKE HOME ACTION PLAN

- I will Stop ...
- I will continue ...
- I will Start ...

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 14, 2025	April 16, 2025	3 days	3250.00 \$	UAE - Dubai
Aug. 4, 2025	Aug. 6, 2025	3 days	3950.00 \$	Italy - Rome
Nov. 9, 2025	Nov. 11, 2025	3 days	3250.00 \$	KSA - Al Khobar