



Interpersonal Skills and Self Development

# Emotional Intelligence & Communication Agility

## Course Introduction

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Emotional intelligence is the ability to identify and regulate one's emotions and understand the emotions the others. A high EQ helps you to build relationships, reduce team stress, defuse conflict, and improve job satisfaction. ... EI is important for everyone who wants to be career ready. As well, it is a valuable skill that helps improve communication, management, problem-solving, and relationships within the workplace.

## Target Audience

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Leaders, managers, HR professionals, and employees at all levels who aim to improve their emotional intelligence and agile communication in order to foster better teamwork and decision-making.

## Learning Objectives

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**By the end of this training program, Participants will be able to:**

- Recognize the Emotions, and Emotional Intelligence importance.
- Identify all main personality types and how to deal with each of them.
- Describe the emotional personality types and how to deal with each.
- Differentiate between action and reaction types and what is the importance.
- Handle Cognitive distortions with accurate actions.
- Communicate assertively in the workplace.
- Gain the skill to manage relationships.
- Practice the role of stakeholder management in Emotional Intelligence.

## Course Outline

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- 01 Day One

### **What is Emotional Intelligence?**

- The difference between Trait EI and Ability EI
- Intrapersonal and interpersonal intelligence
- Benefits of EI

- 5 Dimensions of Trait Daniel Goleman EI Model

## **Understand Personality types in workplace!**

- Emotions as the basis of performance
- The Different types of intelligences
- The different types of personalities
- How to deal with each personality type
- Types of Action and Reaction in human behavior

### **• 02 Day Two**

## **Self-Regulations**

- EI Self-assessment and understanding the results.
- Understanding the role of the cognitive triangle
- How to apply cognitive triangle on daily incidents
- Discovering your own brain personality type
- Identifying values and drivers for self-motivation
- Highlight your strengths and opportunities.

## **Social Management**

- Handling work objections and distractions
- Flexibility and adaptability
- Types of Empathy and when to use each one of them
- Understanding empathy and its impact on relationships
- Persuasion, circle of interest and circle of influence
- Aligning personal and organizational values for peak performance

### **• 03 Day Three**

# Relationship Management

- Dealing with different personality types
- Role-plays on workplace relationships
- Handling conflicts.
- Workshop.

## Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	3250.00 \$	UAE - Dubai
June 15, 2025	June 17, 2025	3 days	3250.00 \$	Bahrain - Manama
Oct. 6, 2025	Oct. 8, 2025	3 days	4950.00 \$	USA - Texas