



Consulting and Training | Reach New Heights

Course Name

Communication and Emotional Agility Course (CPD Certified)

Sector Name

Internationally Certified Training Programs

Document Type

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Course Introduction

Emotional Intelligence and agility are the capacity to understand and manage emotions to improve job performance, in return, helping people stay calm and 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.

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Target Audience

Entry/Beginner and intermediate level.

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Learning Objectives

- ✓ 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.

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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

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Course Outline

✓ **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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 30, 2027	Aug. 31, 2027	2 days	3950.00 \$	Spain , Madrid
July 5, 2027	July 6, 2027	2 days	3250.00 \$	UAE , Abu Dhabi
Dec. 7, 2026	Dec. 8, 2026	2 days	3250.00 \$	UAE , Dubai
April 4, 2027	April 5, 2027	2 days	3250.00 \$	KSA , Riyadh

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