



Consulting and Training | Reach New Heights

Course Name

Communication and Emotional Agility

Sector Name

Interpersonal Skills and Self Development

Document Type

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Communication and Emotional Agility

Course Introduction

In today's fast-paced and interconnected world, effective communication and emotional agility are essential skills for personal and professional success.

This training program is designed to equip participants with the tools and techniques necessary to navigate complex interpersonal dynamics, enhance their communication skills, and develop emotional intelligence.

By focusing on practical applications, participants will learn how to engage in meaningful conversations, manage their emotions, and cultivate positive relationships, all while addressing common challenges in negotiation, decision-making, and problem-solving.

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Target Audience

Leaders, managers, HR professionals, and employees who wish to enhance their ability to communicate effectively in emotionally charged situations and build agility in their emotional responses in the workplace.

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Communication and Emotional Agility

Learning Objectives

- ✓ Understand the key principles of effective communication and the importance of both verbal and non-verbal skills.
- ✓ Identify essential communication techniques, including active listening and clarity in messaging.
- ✓ Define emotional agility and its components, recognizing its significance in enhancing communication.
- ✓ Analyze the impact of emotions on decision-making and communication dynamics.
- ✓ Identify personal emotional triggers and responses to manage emotions effectively during interactions.
- ✓ Integrate emotional regulation techniques into communication practices to foster better outcomes.
- ✓ Master the art of questioning to build relationships and transition from transactional to transformational connections.
- ✓ Develop strategies for effective feedback, assertive communication, and cooperation with diverse personalities.
- ✓ Implement strategies for initiating and managing challenging discussions while maintaining empathy and composure.
- ✓ Understand key principles of successful negotiation, focusing on interests versus positions and win-win outcomes.
- ✓ Explore various decision-making models and frameworks to make informed choices.

- ✓ Recognize common biases and apply tools like SWOT analysis and decision trees to enhance decision-making processes.
- ✓ Identify organizational challenges and evolutionary stages of problems.
- ✓ Apply creative and analytical problem-solving strategies, including the Six Sigma methodology, to address complex issues.
- ✓ Recognize the factors that motivate influence for effective persuasion.

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Course Outline

✓ 01 Day One

Introduction to Communication Skills:

- ✓ Definition of effective communication.
- ✓ Importance of communication skills in personal and professional settings.
- ✓ Essential communication skills:
- ✓ Differences between Verbal and non-verbal communication.
- ✓ Active listening techniques.
- ✓ Clarity and conciseness in messaging.
- ✓ Practical application: Role-playing activity: Effective vs. ineffective communication.

Understanding Emotional Agility:

- ✓ Definition of emotional agility.
- ✓ Importance of emotional intelligence in communication.
- ✓ The impact of emotions on communication and decision-making
- ✓ What are the components of emotional agility?
- ✓ Case Studies.

Emotional Regulation in Communication:

- ✓ The definition of Emotional Regulation.
- ✓ Identifying emotional triggers.

- ✓ Identifying emotional responses.
- ✓ The impact of emotional regulation on communication.
- ✓ How to integrate emotional regulation into your communication process?
- ✓ Case Studies.

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Course Outline

✓ 02 Day Two

Advanced Communication Techniques:

- ✓ The power of questions and how to structure these for impact.
- ✓ Cultivating relationships as an investment
- ✓ Transitioning from transactional to transformational connections
- ✓ How to nurture positive relationships?
- ✓ Cultivating workplace rapport.
- ✓ How to cooperate effectively with others?
- ✓ Importance of sharing and relaying knowledge.
- ✓ Communicating with different personalities.
- ✓ Overcoming objections and negative phrases.
- ✓ Feedback-Oriented Communication.
- ✓ Assertive Communication.
- ✓ Practical Application.

Navigating Difficult Conversations

- ✓ Strategies for initiating difficult conversations.
- ✓ Managing emotions during challenging discussions.
- ✓ Techniques for maintaining composure and empathy.
- ✓ Practical application: Role-playing activity: Conducting a difficult conversation.

Negotiation Skills for Success:

- ✓ Principles of successful negotiation.
- ✓ Understanding interests vs. positions.
- ✓ Techniques for win-win negotiation outcomes.
- ✓ Practical application: role-playing activity.

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Course Outline

✓ 03 Day Three

Understanding and practicing Decision Making:

- ✓ Definition and importance of decision-making
- ✓ Types of decisions and their implications
- ✓ Common biases in decision-making
- ✓ Decision-Making Models and Frameworks:
- ✓ Rational decision-making model
- ✓ Behavioral economics in decision making
- ✓ Multi-criteria decision analysis
- ✓ Emotional intelligence in decision-making

Tools and Techniques for Decision Making:

- ✓ SWOT analysis.
- ✓ Decision trees and probability analysis.
- ✓ Cost-Benefit analysis.
- ✓ Group decision-making techniques.
- ✓ Practical application: Role-playing exercises for decision making.

Understanding Problem Solving:

- ✓ Definition and importance of problem-solving

- ✓ What is the nature of the problems that organizations might face in the decision-making process?
- ✓ What are the evolutionary stages of problems?
- ✓ How to identify problems?
- ✓ How to gather facts and data for complex problem solving?
- ✓ Identify the undesired Phenomena (UDP).
- ✓ Steps in the problem-solving process.
- ✓ Problem-Solving Strategies and Techniques.
- ✓ Creative vs. analytical problem solving.
- ✓ The Six Sigma problem-solving methodology.
- ✓ Applying Problem-Solving Skills: Best Practices.
- ✓ How to integrate decision-making and problem-solving?
- ✓ Practical application.

Master influencing others:

- ✓ When do we influence?
- ✓ The motivation factors of influence.
- ✓ Nudge theory: is this the answer?
- ✓ Cialdini's Model is used to influence universally.
- ✓ Understanding Influencing Styles.
- ✓ Reading body language to assess the other party's reactions.
- ✓ Hierarchy of ideas to generate understanding and co-operation.
- ✓ Conditional Language.
- ✓ Negative Consequences.
- ✓ Credentialing.
- ✓ Trust Builder Technique.
- ✓ Discrepancy Assertion.
- ✓ Legitimising.
- ✓ Four common influencing mistakes.
- ✓ Managing expectations.
- ✓ Effectively handling difficult individuals.
- ✓ Practical application.

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 17, 2026	Aug. 19, 2026	3 days	3250.00 \$	UAE , Dubai
April 5, 2027	April 7, 2027	3 days	3250.00 \$	UAE , Dubai
June 21, 2026	June 23, 2026	3 days	3250.00 \$	KSA , Jeddah
Oct. 12, 2026	Oct. 14, 2026	3 days	3950.00 \$	Spain , Barcelona

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