



Consulting and Training | Reach New Heights

Course Name

Emotional Intelligence & Communication Agility

Sector Name

Interpersonal Skills and Self Development

Document Type

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Emotional Intelligence & Communication Agility

Course Introduction

Emotional intelligence is the ability to identify and regulate one's emotions and understand the emotions of 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.

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Emotional Intelligence & Communication Agility

Target Audience

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.

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Emotional Intelligence & Communication Agility

Learning Objectives

- ✓ 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.

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Emotional Intelligence & Communication Agility

Course Outline

✓ 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 the 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

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Course Outline

✓ 02 Day Two

Self-Regulations

- ✓ EI Self-assessment and understanding the results.
- ✓ Understanding the role of the cognitive triangle
- ✓ How to apply the cognitive triangle to 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

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Course Outline

✓ 03 Day Three

Relationship Management

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

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 21, 2026	June 23, 2026	3 days	3250.00 \$	Bahrain , Manama
March 15, 2027	March 17, 2027	3 days	3250.00 \$	UAE , Dubai
April 27, 2026	April 29, 2026	3 days	3250.00 \$	UAE , Dubai
Oct. 12, 2026	Oct. 14, 2026	3 days	4950.00 \$	USA , Texas

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