

Course Name

Emotionally Intelligent HR Leadership: Influence, Trust and People Impact

Sector Name

HR Strategy and Training

Document Type

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Emotionally Intelligent HR Leadership: Influence, Trust and People Impact

Course Introduction

HR leaders are expected to do more than manage policies, processes, and employee matters. They must build trusted relationships, influence stakeholders, communicate with impact, manage sensitive situations, coach managers, and lead people through uncertainty and organizational change.

Emotional intelligence enables HR professionals to understand their own emotions and behavioural patterns while recognizing and responding effectively to the emotions, needs, and motivations of others. When combined with strong leadership and stakeholder-management capabilities, it allows HR leaders to strengthen collaboration, handle difficult conversations, resolve workplace conflicts, and influence decisions without relying solely on formal authority.

This **five-day** program equips HR managers with practical emotional-intelligence, communication, relationship-management, coaching, and influencing skills. Through assessments, workplace scenarios, case studies, role-plays, and practical workshops, participants will develop the confidence and behavioural flexibility

required to lead effectively and create a positive impact across the organization

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Target Audience

- ✓ HR Managers
- ✓ HR Business Partners
- ✓ Talent Management Managers
- ✓ Learning and Development Managers
- ✓ Employee Relations Managers
- ✓ Organizational Development Managers
- ✓ People Managers and HR professionals with leadership or advisory responsibilities

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Learning Objectives

- ✓ Understand the role of emotional intelligence in effective HR leadership.
- ✓ Assess their leadership style, emotional patterns, strengths, and development areas.
- ✓ Apply self-awareness and self-management techniques in challenging workplace situations.
- ✓ Recognize the emotions, motivations, concerns, and behavioural preferences of others.
- ✓ Build trust and maintain productive relationships with employees, managers, and senior stakeholders.
- ✓ Communicate with clarity, empathy, confidence, and professional credibility.
- ✓ Influence stakeholders and gain commitment without depending on formal authority.
- ✓ Navigate difficult conversations and manage sensitive employee situations.
- ✓ Resolve workplace conflict while maintaining constructive professional relationships.
- ✓ Apply coaching and mentoring techniques to support managers and employees.
- ✓ Provide constructive feedback that encourages accountability and development.

- ✓ Adapt their leadership and communication approaches to different personalities and situations.
- ✓ Promote employee engagement, psychological safety, and positive workplace relationships.
- ✓ Develop a practical personal leadership-development plan.

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Emotionally Intelligent HR Leadership: Influence, Trust and People Impact

Course Outline

✓ DAY 1

Emotional Intelligence and Self-Aware HR Leadership

The Role of Emotional Intelligence in HR Leadership

- ✓ Understanding emotional intelligence and its relevance to HR leadership
- ✓ The relationship between emotions, behaviour, judgment, and performance
- ✓ The core dimensions of emotional intelligence
- ✓ The impact of emotional intelligence on leadership credibility
- ✓ Moving from process-focused HR management to people-centred HR leadership
- ✓ Understanding the emotional demands placed on HR professionals

Developing Leadership Self-Awareness

- ✓ Identifying personal leadership strengths and development areas
- ✓ Understanding personal emotional triggers and behavioural patterns
- ✓ Recognizing the impact of leadership style on others
- ✓ Understanding personal values, assumptions, and unconscious reactions
- ✓ Exploring the relationship between intention and perceived impact
- ✓ Seeking and responding constructively to feedback

Self-Management and Leadership Resilience

- ✓ Managing emotional reactions in high-pressure situations

- ✓ Maintaining composure during sensitive employee matters
- ✓ Responding thoughtfully rather than reacting impulsively
- ✓ Developing emotional agility and behavioural flexibility
- ✓ Strengthening confidence, optimism, and resilience
- ✓ Managing stress while maintaining leadership effectiveness

Practical Applications

- ✓ Emotional-intelligence self-assessment
- ✓ Personal triggers and response-pattern exercise
- ✓ HR leadership-style reflection
- ✓ Individual emotional-intelligence development goals

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✓ DAY 2

Relationship Management, Trust and Employee Engagement Understanding Others

- Developing empathy without compromising professional judgment
- Recognizing verbal, emotional, and behavioural signals
- Understanding different personalities and communication preferences
- Identifying employee and stakeholder needs, concerns, and motivations
- Practising perspective-taking in workplace situations
- Balancing empathy with organizational requirements

Building Trust and Credibility

- Understanding the foundations of professional trust
- Demonstrating integrity, consistency, fairness, and transparency
- Establishing credibility as an HR leader and trusted adviser
- Managing expectations and maintaining confidentiality
- Repairing relationships when trust has been damaged
- Overcoming common barriers to collaboration

Strengthening Employee Engagement

- The relationship between emotional intelligence and engagement
- Understanding the emotional drivers of commitment and performance
- Creating a sense of inclusion, recognition, and belonging

- Encouraging open communication and employee voice
- Supporting psychological safety within teams
- Identifying signs of disengagement and responding effectively

Practical Applications

- Trust-building behaviour assessment
- Employee-engagement scenario analysis
- Relationship-repair role-play
- Developing a relationship-management plan

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✓ DAY 3

Influential Communication and Stakeholder Management Communicating with Emotional Intelligence

- Communicating clearly, confidently, and empathetically
- Balancing assertiveness with respect and emotional awareness
- Active listening and purposeful questioning
- Understanding what is communicated beyond spoken words
- Adapting messages to different audiences and situations
- Communicating sensitive information professionally
- Reducing misunderstanding and defensive reactions

Strategic Stakeholder Management

- Identifying internal and external HR stakeholders
- Understanding stakeholder interests, expectations, and influence
- Mapping stakeholder power, interest, attitude, and support
- Building effective relationships with business leaders
- Positioning HR as a strategic partner and trusted adviser
- Managing competing stakeholder expectations
- Maintaining relationships when agreement is not possible

Influencing Without Formal Authority

- Understanding the principles of ethical influence

- Selecting the appropriate influencing approach
- Using credibility, evidence, relationships, and shared purpose
- Framing HR recommendations around business priorities
- Gaining stakeholder commitment and support
- Managing resistance and objections
- Avoiding manipulation and maintaining professional integrity

Practical Applications

- Stakeholder-mapping workshop
- Influencing-style assessment
- Presenting an HR recommendation to senior management
- Stakeholder-resistance role-play

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✓ DAY 4

Conflict, Difficult Conversations and Coaching

Managing Workplace Conflict

- ✓ Understanding common sources of workplace conflict
- ✓ Recognizing emotional escalation and defensive behaviour
- ✓ Identifying personal conflict-management preferences
- ✓ Distinguishing healthy disagreement from destructive conflict
- ✓ Applying a structured conflict-resolution process
- ✓ Remaining neutral while addressing employee concerns
- ✓ Facilitating constructive conversations between conflicting parties

Navigating Difficult Conversations

- ✓ Preparing emotionally and strategically for challenging discussions
- ✓ Establishing the purpose and desired outcome
- ✓ Addressing behaviour while preserving dignity and respect
- ✓ Managing strong emotions and difficult reactions
- ✓ Communicating boundaries and expectations
- ✓ Handling resistance, denial, blame, and defensiveness
- ✓ Reaching practical agreements and documenting follow-up actions

Coaching and Mentoring

- ✓ Distinguishing between coaching, mentoring, advising, and directing
- ✓ Adopting a coaching mindset in HR conversations
- ✓ Using active listening and powerful questions
- ✓ Applying a structured coaching conversation
- ✓ Providing balanced and constructive feedback
- ✓ Supporting ownership and accountability
- ✓ Developing practical employee and manager action plans

Practical Applications

- ✓ Conflict-management role-play
- ✓ Difficult performance-conversation simulation
- ✓ Coaching practice using an HR workplace scenario
- ✓ Peer observation and feedback

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Emotionally Intelligent HR Leadership: Influence, Trust and People Impact

Course Outline

✓ DAY 5

Leading Performance, Development and Organizational Impact

Emotionally Intelligent Performance Leadership

- ✓ Connecting emotional intelligence with performance management
- ✓ Setting clear expectations while maintaining engagement
- ✓ Holding employees and managers accountable without micromanagement
- ✓ Recognizing behavioural and emotional barriers to performance
- ✓ Providing timely, specific, and actionable feedback
- ✓ Managing underperformance with fairness and empathy
- ✓ Encouraging ownership and continuous improvement

Developing People and Future Leaders

- ✓ Identifying individual strengths and development needs
- ✓ Recognizing leadership potential and readiness
- ✓ Supporting leadership growth through coaching and development
- ✓ Creating practical individual development plans
- ✓ Encouraging learning, reflection, and behavioural change
- ✓ Supporting talent retention and internal career development
- ✓ Contributing to succession planning and leadership continuity

Sustaining Emotionally Intelligent HR Leadership

- ✓ Role-modelling emotionally intelligent leadership behaviours
- ✓ Strengthening collaboration between HR and business functions
- ✓ Encouraging trust, accountability, and constructive dialogue
- ✓ Building a continuous feedback and learning culture
- ✓ Measuring personal progress and leadership impact
- ✓ Maintaining behavioural change after the program

Final Workshop and Action Planning

- ✓ Integrated HR leadership case study
- ✓ Stakeholder, communication, and emotional-dynamics analysis
- ✓ Developing a response and influence strategy
- ✓ Group presentations and facilitator feedback
- ✓ Creating a 90-day emotionally intelligent leadership action plan

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 21, 2026	Dec. 25, 2026	5 days	4250.00 \$	UAE , Dubai

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