

BUILDING EMOTIONAL INTELLIGENCE



DURATION

In Person 4.5 hours

LiveOnline 4.5 hours

CERTIFICATION

The ICAgile Building Emotional Intelligence Micro-Credential is granted on the successful completion of this course.



PDU^s

This course will contribute 4 PMI® Professional Development Units (PDUs) towards your chosen certification (4 Power Skills).



ARE YOU LOOKING TO ENHANCE YOUR EMOTIONAL INTELLIGENCE?

Emotional intelligence has emerged as one of the most critical factors in professional success and effective leadership. In today's complex workplace, the ability to recognize and manage emotions - both in yourself and others - can be the difference between merely functioning and truly excelling.

Building Emotional Intelligence is a comprehensive workshop providing practical tools and strategies to enhance your emotional competencies. Through interactive exercises, self-assessment, and extensive practice, you'll develop the skills to recognize emotions, regulate responses, build stronger relationships, and increase your leadership impact.

LEARNING OUTCOMES

During this course, you will learn about:

- The four domains of emotional intelligence and their impact on professional effectiveness
- Techniques to expand your emotional vocabulary and awareness of physical sensations as indicators of emotional states
- Strategies for emotional self-regulation and maintaining composure under pressure
- Methods to develop genuine empathy and read organizational dynamics accurately

BUILDING EMOTIONAL INTELLIGENCE

INTENDED FOR

- Leaders and managers seeking to enhance their people leadership capabilities
- Individual contributors looking to improve collaboration and professional relationships
- High-potential talent preparing for future leadership roles
- Teams experiencing change or needing to enhance their collective emotional intelligence
- Professionals working in high-pressure environments requiring emotional resilience

PREREQUISITES

There are no prerequisites for the Building Emotional Intelligence class.

LEARNING OUTCOMES (continued)

- The trust equation and practical approaches to building credibility and reliability
- Influencing skills that create authentic buy-in and inspire others
- Constructive conflict management techniques for challenging conversations
- Reflective practices that support continued emotional intelligence development

Lecturing is kept to the minimum necessary, and most of the learning is achieved by applying the practices and techniques in group exercises. Our LiveOnline delivery features an instructor who is 100% live, and interaction and learning objectives are the same as our in-person classes, with the added benefit of taking this course from your home or office.