

# € TRAINING

Emotional Intelligence for Leadership  
Excellence



16 - 20 September 2024  
Kuala Lumpur (Malaysia)



# Emotional Intelligence for Leadership Excellence

REF: Z2115 DATE: 16 - 20 September 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program explores the essential elements of Emotional Intelligence EI and its impact on leadership and team dynamics. Participants will gain practical skills to enhance self-awareness, empathy, communication, motivation, and relationship-building within their professional environments.

## Program Objectives:

By the end of this program, participants will be able to:

- Develop self-awareness to manage emotions and leadership style.
- Use self-regulation to stay composed and make sound decisions.
- Apply empathy to build strong, trust-based relationships.
- Enhance social skills for effective communication and conflict resolution.
- Inspire and motivate teams to drive performance.
- Foster a positive work environment through emotional intelligence.

## Targeted Audience

- Senior Leaders.
- Managers and Team Leaders.
- Executives.
- Human Resources Professionals.
- Emerging Leaders.

## Program Outline:

### Unit 1:

#### Introduction to Emotional Intelligence:

- Overview of Emotional Intelligence EI.
- Definition and key components of EI.

- Historical development and significance of EI.
- The relationship between EI and leadership effectiveness.
- The impact of EI on personal and professional success.
- Case studies highlighting the role of EI in leadership.

## Unit 2:

### Enhancing Self-Awareness and Self-Regulation:

- Identifying emotional triggers.
- Utilizing self-reflection tools.
- Recognizing strengths and weaknesses.
- Monitoring emotional responses.
- Developing a self-awareness plan.

## Unit 3:

### Cultivating Empathy and Effective Communication:

- Understanding empathy in leadership.
- Validating others' emotions.
- Improving emotional perspective-taking.
- Showing empathy verbally and non-verbally.
- Creating a supportive environment.

## Unit 4:

### Motivating and Inspiring Teams:

- Key motivation theories.
- Role of EI in motivation.
- Identifying motivators.
- Setting achievable goals.
- Creating an engaging work environment.



## Unit 5:

### Building and Sustaining Positive Relationships:

- Building trust with team members.
- Developing strong relationships.
- Maintaining credibility and integrity.
- Navigating and resolving conflicts.
- Building long-term relationships.