

# EMBRACING EMOTIONAL INTELLIGENCE

COURSE OUTLINE

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# Embracing Emotional Intelligence

## Course Aims

This one-day course examines the concept of emotional intelligence (EI) and how it may be harnessed by the individual for personal and workplace success. Through guided discussion, reflection and practical activities, participants will explore the core competencies of EI and the impact they have on performance, reflect on their own levels of emotional intelligence, and identify ways to develop their knowledge and skills. Participants will learn to define EI and its impact on personal performance and organisational success, identify the core components, recognise how emotions and values drive behaviour, understand 'emotional hijacking' and identify emotional triggers in themselves and others, and explore the key EI competencies that underpin effective leadership.

## Duration

6 hours (Face to Face or Virtual)

## Target Audience

This course is designed for anyone who wants to develop emotional intelligence for personal and workplace success — including team members, managers and leaders looking to reflect on and strengthen their EI.

## Learning Outcomes

By the end of the course, participants will be able to:

- Define Emotional Intelligence (EI) and its impact on personal performance and organisational success
- Identify the core components of EI
- Recognise how emotions and values drive behaviour
- Understand 'Emotional Hijacking' and recognise emotional triggers in ourselves and others
- Understand the key competencies in leadership which make up EI behaviour
- Build a personal action plan to develop EI in the workplace

# Course Content

## Session 1 - What is Emotional Intelligence?

- The ability to perceive, understand and manage emotions in self and others.
- Why emotionally intelligent individuals build stronger relationships and motivate themselves.

## Session 2 - Core Components of EI

- Self-Awareness, Self-Control, Self-Motivation, Empathy and Social Skills.
- How these components reinforce one another.

## Session 3 - Building Self-Awareness

- Reflecting on your emotions, triggers and behavioural patterns.
- Understanding how emotions influence your decisions and interactions.

## Session 4 - Emotions and Values Driving Behaviour

- The role of values in guiding action.
- Aligning behaviour with values to build authenticity and integrity.

## Session 5 - Emotional Hijacking and Triggers

- When intense emotions override rational thinking.
- Recognising triggers and responding thoughtfully rather than reacting impulsively.

## Session 6 - Emotionally Intelligent Leadership

- Empathy, adaptability, influence and conflict resolution.
- Creating positive work environments and team cohesion.