Executive Emotional Intelligence and Resilient Leadership Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #CS1293_184316

Course Introduction / Overview:

In today's volatile, uncertain, complex, and ambiguous (VUCA) business world, the C-Suite's capacity for resilient leadership and emotional intelligence is no longer a soft skill but a critical strategic asset. This advanced training course is meticulously designed for senior executives who operate in high-stakes environments where decisions impact the entire organization. We move beyond foundational theories to explore the practical application of these competencies in strategic planning, crisis management, and fostering a thriving corporate culture. Drawing on the seminal work of authors like Daniel Goleman, who in his book "Emotional Intelligence: Why It Can Matter More Than IQ" revolutionized our understanding of leadership effectiveness, this program delves into the neuroscience behind executive function under pressure. BIG BEN Training Center has developed this immersive experience to equip leaders with the tools to not only navigate adversity but to leverage it for competitive advantage. Participants will learn to cultivate profound self-awareness, manage complex team dynamics with empathy, and build a truly resilient organization from the top down, ensuring sustainable performance and impactful leadership legacy. This course is an investment in the core of what drives modern organizational success.

Target Audience / This training course is suitable for:

- Chief Executive Officers (CEOs).
- Chief Financial Officers (CFOs).
- Chief Operating Officers (COOs).
- Chief Technology Officers (CTOs).
- Board Members and Chairpersons.
- Vice Presidents and Senior Vice Presidents.
- Heads of Business Units and General Managers.
- Aspiring C-Suite executives and senior directors.

Target Sectors and Industries:

- Banking and Financial Services.
- Technology and Telecommunications.
- Healthcare and Pharmaceuticals.
- Energy, Oil, and Gas.
- Manufacturing and Engineering.
- Government, Public Sector, and Non-Profit Organizations.
- Consulting and Professional Services.
- Retail and Consumer Goods.

Target Organizations Departments:

- Executive Management and Leadership Teams.
- Board of Directors.
- Strategic Planning and Corporate Development.
- Human Resources and Talent Management.
- Operations and Supply Chain Management.
- Risk and Compliance.
- Finance and Investment.
- Marketing and Corporate Communications.

Course Offerings:

By the end of this course, the participants will have able to:

- Master advanced emotional self-regulation techniques to maintain composure during high-pressure situations.
- Apply the principles of neuroscience to enhance decision-making and problem-solving capabilities.
- Develop and implement strategies to build organizational resilience and a culture of psychological safety.
- Utilize heightened social awareness and empathy to improve stakeholder management and negotiations.
- Lead teams effectively through significant change, disruption, and organizational crises.
- Conduct a comprehensive self-assessment of leadership blind spots and areas for development.
- Foster a culture of authentic leadership that inspires trust, loyalty, and high performance.
- Integrate emotional intelligence and resilience principles into long-term corporate strategy and governance.

Course Methodology:

The training methodology for this executive-level program at BIG BEN Training Center is designed to be deeply experiential and immediately applicable. We eschew traditional lecture-based formats in favor of a dynamic, interactive learning environment tailored to the challenges of senior leadership. The course is built upon a foundation of C-Suite level case study analysis, where participants dissect complex, real-world business scenarios to extract strategic lessons in resilience and emotional intelligence. Confidential peer-to-peer coaching circles provide a trusted space for executives to share challenges, gain diverse perspectives, and build a powerful support network. Facilitated Socratic dialogues and strategic thinking sessions will challenge assumptions and foster innovative problem-solving. The program incorporates validated psychometric assessments for self-awareness, followed by personalized feedback and action planning. Role-playing high-stakes conversations and crisis simulations will provide a safe environment to practice and refine new skills. Our approach ensures that learning is not just theoretical but is directly translated into actionable strategies that leaders can implement within their organizations from day one.

Course Agenda (Course Units):

Unit One: The Neuroscience of Executive Leadership

- The C-Suite Brain under Pressure.
- Foundations of Emotional Intelligence (EQ) for Strategic Leaders.
- Daniel Goleman's Model in the Context of Corporate Governance.
- Understanding Resilience as a Strategic Organizational Capacity.
- Neuroplasticity and Developing a Resilient Mindset.
- Assessing Your Personal EQ and Resilience Baseline.
- The Link Between Executive Well-being and Organizational Performance.

Unit Two: Mastering Self-Awareness and Self-Regulation

- Identifying and Managing Leadership Derailers and Blind Spots.
- Techniques for Emotional Regulation in High-Stakes Meetings.
- Mindfulness and Composure Practices for the Executive Suite.
- Developing Cognitive Agility to Counteract Bias in Decision-Making.
- Managing Personal Energy and Preventing Executive Burnout.
- Cultivating Authenticity and Vulnerability in Leadership.
- Receiving and Integrating Critical Feedback Constructively.

Unit Three: Empathetic Leadership and Social Mastery

- Advanced Empathy and Perspective-Taking with Stakeholders.
- Reading the Room and Understanding Organizational Politics.
- Building and Maintaining High-Trust Relationships.
- Influencing and Inspiring Action Across the Organization.
- Managing Conflict within the Senior Leadership Team.
- Communicating with Impact and Clarity During Uncertainty.
- Leveraging Social Intelligence for Effective Negotiation and Alliance Building.

Unit Four: Building Resilient Teams and Organizations

- Fostering Psychological Safety as a Performance Driver.
- Leading Effectively Through Major Change and Disruption.
- Crisis Leadership and Decisive Communication Strategies.
- Developing a Culture of Adaptability and Continuous Learning.
- Empowering Teams to Take Ownership and Innovate.
- Identifying and Mitigating Systemic Risks to Organizational Resilience.
- Strategies for Talent Management and Succession Planning for Resilience.

Unit Five: Strategic Application and Legacy Leadership

- Integrating EQ and Resilience into Corporate Vision and Strategy.
- Championing Ethical Decision-Making and Corporate Social Responsibility.
- Leading with a Long-Term, Sustainable Perspective.
- Coaching and Mentoring the Next Generation of Resilient Leaders.
- Building a Personal Legacy of Impactful Leadership.
- Crafting a Personal Action Plan for Continued Development.
- Final Capstone Simulation: Navigating a Complex Corporate Crisis.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a leader's personal resilience, or lack thereof, cascade through an entire organization's culture and performance during a crisis?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the theoretical to address the specific, high-stakes realities of C-Suite leadership. Unlike generic leadership programs, our curriculum is built around the unique pressures and complex decision-making matrix faced by senior executives. We integrate cutting-edge findings from neuroscience to provide a scientific basis for mastering emotional regulation and cognitive agility under extreme stress. The focus is not merely on personal resilience but on the leader's role as the chief architect of organizational resilience, providing actionable frameworks for building a culture of psychological safety and adaptability enterprise-wide. Another key differentiator is our emphasis on peer-to-peer learning within a confidential, C-Suite-only environment, allowing for candid discussion of real-world challenges that cannot be shared in a mixed-level setting. The program culminates in a focus on strategic application, ensuring that every concept and skill is directly tied to long-term corporate strategy, governance, and legacy, making it a transformational experience rather than a simple training event. The insights gained are designed to enhance not just individual effectiveness but the sustainable success of the entire organization.