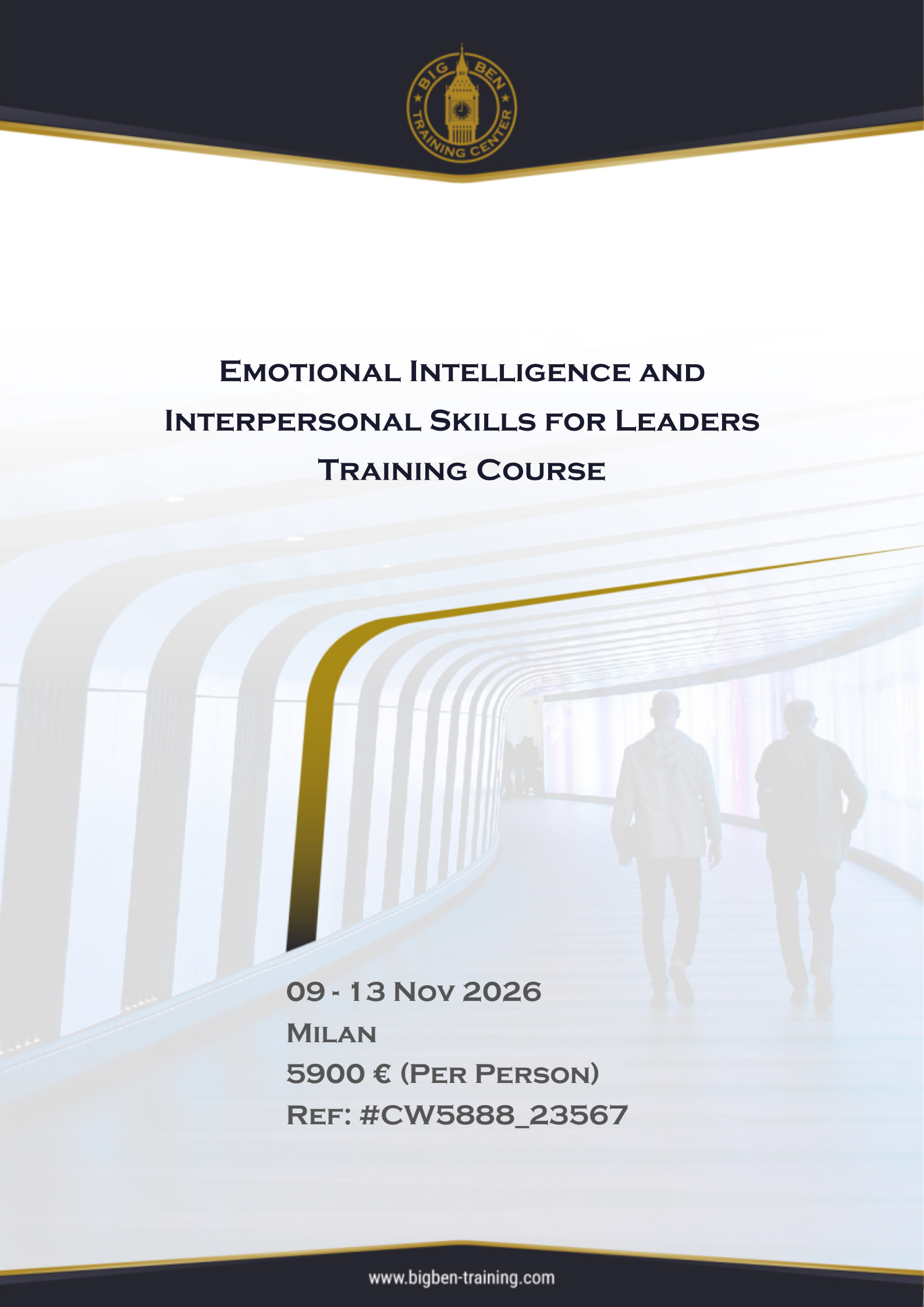
Emotional Intelligence and Interpersonal Skills for Leaders Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #CW5888_23567

Course Introduction / Overview:

This intensive training course is designed to transform proficient managers into exceptional leaders by mastering the critical interplay between emotional intelligence and interpersonal skills. In today's complex business environment, technical expertise alone is insufficient for effective leadership. True influence, motivation, and team cohesion stem from a leader's ability to understand and manage their own emotions while skillfully navigating the emotional landscape of their team. This course delves deep into the frameworks established by renowned experts like Daniel Goleman, author of "Emotional Intelligence: Why It Can Matter More Than IQ," exploring the five core competencies of self-awareness, self-regulation, motivation, empathy, and social skills. Participants will move beyond theory to engage in practical application, learning to build rapport, manage difficult conversations, and resolve conflicts constructively. BIG BEN Training Center has developed this program to provide leaders with a comprehensive toolkit for building high-performing teams, fostering a culture of psychological safety, and driving sustainable organizational success through emotionally intelligent leadership. This is not just a skills upgrade; it is a fundamental shift in leadership perspective that empowers participants to lead with authenticity, resilience, and profound impact.

Target Audience / This training course is suitable for:

- C-Level Executives and Senior Management.
- Department Heads and Directors.
- Team Leaders and Supervisors.
- Project Managers and Program Managers.
- Human Resources and L&D Professionals.
- Emerging leaders and high-potential employees.
- Entrepreneurs and business owners.
- Consultants and coaches seeking to enhance their leadership advisory skills.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical sectors.
- Engineering, Manufacturing, and Construction.
- Retail and Fast-Moving Consumer Goods (FMCG).
- Hospitality and Tourism.
- Governmental bodies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Executive Management and Leadership.
- Human Resources and Talent Development.
- Operations and Production.
- Sales and Business Development.
- Project Management Office (PMO).
- Customer Service and Client Relations.
- Marketing and Communications.
- Research and Development.

Course Offerings:

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

- Master the core components of emotional intelligence for leadership effectiveness.
- Develop profound self-awareness of personal emotional triggers and behavioral patterns.
- Apply advanced self-regulation techniques to maintain composure under pressure.
- Utilize empathy to build stronger relationships and foster team cohesion.
- Enhance social awareness to navigate complex organizational politics and cultures.
- Implement powerful communication strategies for clear, influential messaging.
- Lead difficult conversations with confidence and achieve constructive outcomes.

- Apply proven conflict resolution models to mediate disputes effectively.
- Motivate and inspire teams by aligning with their intrinsic drivers.
- Provide constructive feedback that encourages growth and performance improvement.
- Build a culture of psychological safety and trust within their teams.
- Leverage emotional intelligence for strategic decision-making and problem-solving.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application, ensuring that learning is not just absorbed but also embedded. This course moves beyond traditional lectures to create a dynamic and interactive learning environment. We utilize a blended approach that includes expert-led presentations, facilitated group discussions, and in-depth case study analyses drawn from real-world business challenges. A significant portion of the program is dedicated to experiential learning through role-playing exercises, which allow participants to practice skills like managing difficult conversations and giving constructive feedback in a safe, controlled setting. Self-assessment tools and psychometric inventories will be used to help participants gain deep insights into their own emotional intelligence profiles and leadership styles. Peer-to-peer feedback and collaborative problem-solving activities are integrated throughout the five days to foster a supportive learning community. Our expert facilitators guide participants through each module, providing personalized coaching and ensuring that the theoretical concepts are directly linked to the participants' unique workplace realities, making the learning immediately transferable and impactful.

Course Agenda (Course Units):

Unit One: The Foundation of Emotionally Intelligent Leadership

- Defining emotional intelligence (EI) in a leadership context.
- Exploring the Goleman model of EI: Self-Awareness, Self-Regulation, Motivation, Empathy, and Social Skills.
- The neuroscience of emotions and its impact on decision-making.
- Conducting a personal EI audit and identifying development areas.
- Understanding the link between EI and key leadership performance indicators.
- The role of self-awareness in authentic leadership.
- Techniques for developing a more accurate self-perception.

Unit Two: Mastering Self-Management and Personal Motivation

- Strategies for effective self-regulation under pressure.
- Managing disruptive emotions and impulses in the workplace.
- The principles of transparency and adaptability in leadership.
- Identifying and leveraging intrinsic and extrinsic motivators.
- Cultivating optimism and resilience in the face of setbacks.
- Developing a growth mindset for continuous personal and professional development.
- Techniques for stress management and maintaining leadership endurance.

Unit Three: Developing Social Awareness and Interpersonal Acumen

- The art of empathy: Understanding others' perspectives and feelings.
- Active listening techniques for deeper connection and understanding.
- Reading non-verbal cues and body language accurately.
- Organizational awareness: Navigating the political and social currents of the workplace.
- Understanding team dynamics and informal networks.
- Service orientation: Anticipating, recognizing, and meeting team and stakeholder needs.
- Developing cross-cultural awareness and sensitivity.

Unit Four: Advanced Communication and Relationship Management

- The core principles of influential communication.
- Building rapport and establishing trust with colleagues and direct reports.
- Techniques for managing and resolving conflict constructively.
- Giving and receiving feedback for maximum impact and growth.
- Leading and navigating difficult conversations with skill and compassion.
- Developing and mentoring others through coaching-based leadership.
- Strategies for leading and inspiring high-performing teams.

Unit Five: Strategic Application of EI and Action Planning

- Integrating emotional intelligence into strategic planning and vision-setting.
- Leading organizational change with empathy and clear communication.
- Building a culture of psychological safety and high trust.
- Using EI to foster innovation and collaboration.
- Managing team energy and preventing burnout.
- Creating a personal leadership development plan based on course insights.
- Presenting and refining action plans for implementation in the workplace.

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 unexamined emotional biases unconsciously shape an entire organization's culture and strategic direction?

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

This course distinguishes itself by moving beyond the theoretical foundations of emotional intelligence to focus intensely on its practical, real-world application in complex leadership scenarios. Unlike programs that treat interpersonal skills and emotional intelligence as separate subjects, this curriculum intricately weaves them together, demonstrating how self-awareness directly impacts a leader's ability to communicate, influence, and manage conflict. We emphasize a deep-dive, "inside-out" approach, beginning with rigorous self-assessment and reflection before building outward-facing skills. The methodology is heavily reliant on situational learning, using customized case studies and sophisticated role-playing exercises that mirror the specific challenges participants face in their own organizations. This ensures that the learning is not only relevant but immediately applicable. Furthermore, the course content is continuously updated to reflect the latest research in neuroscience and organizational psychology, providing leaders not just with skills, but with a profound understanding of the human dynamics that drive performance, engagement, and innovation. The focus is on creating a transformative experience that fosters a permanent shift in leadership mindset, rather than a temporary acquisition of techniques.