Advanced Emotional Intelligence and Interpersonal Skills Training Course

30 Nov - 04 Dec 2026

Milan

5900 € (Per Person)

Ref: #CW7211_178169

Course Introduction / Overview:

In the contemporary professional landscape, technical skills alone are insufficient for achieving sustained success. The ability to understand, manage, and leverage emotions, both our own and those of others, has become a critical determinant of leadership potential and organizational effectiveness. This course provides a comprehensive exploration of emotional intelligence (EQ) and its direct application to interpersonal communication. Drawing upon the foundational work of acclaimed author Daniel Goleman, particularly his influential book "Emotional Intelligence: Why It Can Matter More Than IQ," this program moves beyond theoretical concepts to offer practical, actionable strategies. Participants will delve into the core competencies of self-awareness, self-regulation, motivation, empathy, and social skills. BIG BEN Training Center has designed this immersive experience to equip professionals with the tools to build stronger relationships, navigate complex social dynamics, resolve conflicts constructively, and inspire positive action in others. This training is not merely about learning to communicate; it is about learning to connect with authenticity and impact, fostering a workplace culture of trust, collaboration, and psychological safety. By mastering these advanced skills, attendees will unlock new levels of personal and professional achievement.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Coordinators.
- Human Resources Professionals.
- Sales and Business Development Executives.
- Customer Service and Support Staff.
- Senior Managers and Department Heads.
- Emerging Leaders and High-Potential Employees.
- Consultants and Client-Facing Professionals.
- Anyone seeking to enhance their professional relationships and influence.

Target Sectors and Industries:

- Information Technology and Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Telecommunications.
- Government Agencies and Public Sector Organizations.
- Education and Non-Profit Sector.

Target Organizations Departments:

- Human Resources and Talent Development.
- Sales and Marketing.
- Customer Support and Client Relations.
- Project Management Office (PMO).
- Operations and Production.
- Executive Leadership and Senior Management.
- Information Technology (IT) Teams.
- Research and Development.

Course Offerings:

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

- Develop a deep understanding of the five core components of emotional intelligence.
- Identify and manage personal emotional triggers to maintain composure under pressure.
- Apply active listening and empathy to build stronger professional relationships.
- Analyze and interpret non-verbal cues and body language with greater accuracy.
- Communicate with clarity, confidence, and assertiveness in various workplace scenarios.
- Provide and receive constructive feedback to foster growth and development.
- Navigate difficult conversations and resolve interpersonal conflicts constructively.
- Utilize influencing and persuasion techniques to foster collaboration and achieve goals.
- Enhance social awareness to adapt communication styles to different audiences.
- Create a personal action plan for the continued development of emotional intelligence.

Course Methodology:

This training course employs a dynamic and interactive learning methodology designed for maximum skill acquisition and retention. At BIG BEN Training Center, we believe that adult learning is most effective when it is experiential and directly applicable to real-world challenges. The program is built around a blend of expert-led instruction, facilitated group discussions, and practical exercises. Participants will engage in individual self-assessment tools to gain insight into their current emotional intelligence strengths and areas for development. The methodology heavily features role-playing scenarios that simulate common workplace situations, such as handling difficult conversations, giving feedback, and leading team meetings. Case study analysis will be used to deconstruct complex interpersonal dynamics and explore effective strategies. Team-based activities and collaborative problem-solving tasks will reinforce learning and highlight the importance of EQ in group settings. Throughout the course, there will be continuous opportunities for peer feedback and personalized coaching from the instructor, ensuring a supportive and transformative learning environment that bridges the gap between theory and practical mastery.

Course Agenda (Course Units):

Unit One: The Foundations of Emotional Intelligence

- Defining Emotional Intelligence (EQ) vs. Intelligence Quotient (IQ).
- The scientific basis of emotions and their impact on behavior.
- Exploring the Daniel Goleman model of EQ.
- The five core competencies: Self-Awareness, Self-Regulation, Motivation, Empathy, and Social Skills.
- Assessing your current level of emotional intelligence.
- The business case for developing EQ in the workplace.
- Understanding the link between EQ and high performance.

Unit Two: Mastering Self-Awareness and Self-Regulation

- Techniques for developing emotional self-awareness.
- Identifying personal emotional triggers and patterns.
- The practice of mindfulness for emotional clarity.
- Strategies for managing disruptive emotions and impulses.
- Developing resilience and managing stress effectively.
- The role of self-regulation in building trust and credibility.
- Cultivating a positive and optimistic outlook.

Unit Three: Developing Empathy and Social Awareness

- The distinction between empathy and sympathy.
- Cognitive vs. emotional empathy in professional contexts.
- The art of active and reflective listening.
- Decoding non-verbal communication and body language.
- Understanding organizational dynamics and unspoken social rules.
- Developing cross-cultural awareness and sensitivity.
- Perceiving and meeting the needs of colleagues and clients.

Unit Four: Advanced Interpersonal Communication Skills

- The principles of assertive communication.
- Techniques for building rapport and establishing connections quickly.
- Giving and receiving feedback constructively.
- Strategies for navigating difficult conversations with confidence.
- Introduction to conflict resolution styles and techniques.
- The art of persuasion and ethical influence.
- Storytelling as a powerful communication tool.

Unit Five: Applying EQ in Leadership and Team Dynamics

- Emotional intelligence as a cornerstone of effective leadership.
- Inspiring and motivating teams through emotional connection.
- Fostering psychological safety and a high-trust environment.
- Managing team dynamics and resolving group conflicts.
- Leading with empathy during times of change and uncertainty.
- Coaching and mentoring others to develop their own EQ.
- Creating a personal development plan for lifelong EQ improvement.

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 might the consistent application of emotional self-regulation transform a high-pressure team environment into a hub of psychological safety and innovation?

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

This course distinguishes itself by moving beyond the theoretical definitions of emotional intelligence to focus intensely on practical, real-world application. While many programs discuss what EQ is, our curriculum is structured around the "how," providing participants with a robust toolkit of actionable techniques, strategies, and behavioral frameworks they can implement immediately. The program integrates self-awareness and self-management as the foundational pillars upon which all effective interpersonal skills are built, creating a more profound and sustainable behavioral change. Rather than offering a fragmented list of communication tips, it presents a holistic system where understanding one's own emotional landscape is the prerequisite for authentically connecting with and influencing others. Furthermore, the course places a significant emphasis on situational context, using nuanced case studies and role-playing scenarios that mirror the complex realities of the modern workplace. This approach ensures that participants learn not just what to do, but how to adapt their communication style with agility and social awareness, making them more effective leaders, collaborators, and communicators in any professional setting.