Advanced Emotional Intelligence for HR Leadership Training Course

09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #HR4248_36053

Course Introduction / Overview:

In today's dynamic and people-centric business environment, the role of Human Resources has evolved from a purely administrative function to a strategic partner in organizational success. At the core of this transformation lies emotional intelligence (EQ), a critical competency for HR leaders and professionals. This course provides a comprehensive exploration of EQ, moving beyond theoretical concepts to practical application within the HR domain. As influential author Daniel Goleman articulated in his seminal work, "Emotional Intelligence: Why It Can Matter More Than IQ," the ability to perceive, understand, and manage emotions is a powerful driver of leadership effectiveness and organizational health. This program, offered by BIG BEN Training Center, is meticulously designed to equip HR professionals with the advanced EQ skills necessary to navigate complex workplace dynamics, foster a positive and productive culture, and drive employee engagement. Participants will delve into the core components of emotional intelligence, learning to leverage self-awareness, empathy, and social skills to enhance decision-making, conflict resolution, and talent management strategies, ultimately positioning them as invaluable strategic assets to their organizations.

Target Audience / This training course is suitable for:

- Human Resources Directors and VPs.
- HR Managers and Team Leaders.
- Senior HR Business Partners.
- Talent Management and Acquisition Specialists.
- Employee Relations and Engagement Managers.
- Organizational Development Consultants.
- Learning and Development Professionals.
- Individuals aspiring to senior leadership roles within HR.

Target Sectors and Industries:

- Technology and IT Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Telecommunications.
- Public Sector and Government Agencies.
- Non-Profit Organizations.

Target Organizations Departments:

- Human Resources Department.
- Talent Management and Acquisition.
- Learning and Development.
- Organizational Development.
- Employee Relations.
- Compensation and Benefits.
- Diversity, Equity, and Inclusion (DEI).
- Corporate Strategy and Leadership Teams.

Course Offerings:

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

- Master the core competencies of emotional intelligence as they apply to HR leadership.
- Develop profound self-awareness of personal emotional triggers and leadership style.
- Apply advanced self-regulation techniques to maintain composure in high-pressure situations.
- Utilize empathy to build trust and foster stronger relationships with employees and stakeholders.
- Enhance communication and influence skills for effective negotiation and conflict resolution.
- Integrate EQ principles into recruitment, performance management, and employee development processes.
- Champion a workplace culture that values and promotes emotional intelligence.
- Lead organizational change initiatives with greater sensitivity and effectiveness.
- Improve employee engagement, motivation, and retention through emotionally intelligent strategies.

Course Methodology:

This training course employs a dynamic and interactive learning methodology designed for maximum skill acquisition and practical application. At BIG BEN Training Center, we believe that adult learning is most effective when it is experiential and directly relevant to the participant's professional challenges. The program is built upon a foundation of expert-led instruction, which is enriched through a variety of engaging techniques. Participants will analyze real-world HR scenarios through detailed case studies, allowing them to dissect complex interpersonal issues and strategize effective solutions. Interactive group discussions and brainstorming sessions encourage peer-to-peer learning and the sharing of diverse perspectives. A significant portion of the course is dedicated to practical application through role-playing exercises, where participants can practice and refine their skills in areas like conflict mediation and empathetic communication in a safe and supportive environment. Self-assessment tools will be utilized to provide personal insights into individual EQ strengths and areas for development. Continuous feedback from the facilitator and peers ensures a rich and transformative learning journey, equipping participants with tangible skills they can implement immediately in their workplace.

Course Agenda (Course Units):

Unit One: The Foundations of Emotional Intelligence for HR Leaders

- The strategic importance of EQ in modern Human Resources.
- Understanding the Daniel Goleman model of emotional intelligence.
- The neuroscience behind emotions and decision-making.
- Developing profound self-awareness and recognizing emotional triggers.
- Techniques for accurate self-assessment of strengths and limitations.
- Building self-confidence and a realistic sense of self-worth.
- Mastering self-regulation in high-stress HR scenarios.

Unit Two: Cultivating Empathy and Social Awareness

- The critical distinction between empathy and sympathy in leadership.
- Developing cognitive and emotional empathy for deeper understanding.
- Techniques for active listening and perceiving non-verbal cues.
- Understanding organizational dynamics and power structures.
- Reading the emotional currents and climate of the workplace.
- Service orientation and anticipating the needs of employees and stakeholders.
- Leveraging social awareness to build rapport and trust across the organization.

Unit Three: Mastering Relationship Management in an HR Context

- The art of influence and persuasive communication.
- Developing others through effective coaching and mentorship.
- Advanced conflict resolution and negotiation strategies.
- Inspiring and guiding teams through emotionally intelligent leadership.
- Building collaborative bonds and fostering teamwork.
- Managing difficult conversations with compassion and clarity.
- Leveraging social skills to build and maintain professional networks.

Unit four: Applying EQ to Strategic HR Functions

- Integrating EQ into the talent acquisition and interview process.
- Conducting emotionally intelligent performance reviews and feedback sessions.
- Driving employee engagement and motivation through empathy.
- Managing employee relations issues with fairness and emotional control.
- Designing and implementing effective employee well-being programs.
- Leading diversity, equity, and inclusion initiatives with cultural sensitivity.
- Using EQ to reduce employee turnover and improve retention rates.

Unit Five: Leading with EQ and Building a High-EQ Organization

- Championing an emotionally intelligent workplace culture.
- Leading organizational change with empathy and clear communication.
- Developing resilience in yourself and your HR team.
- The role of the HR leader as an EQ coach and mentor.
- Measuring the impact of emotional intelligence on business outcomes.
- Creating a strategic plan to embed EQ across the organization.
- Personal action planning for continued EQ development.

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 an organization's collective emotional intelligence serve as its most significant, yet unquantifiable, competitive advantage?

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

This training course distinguishes itself by moving beyond the foundational theories of emotional intelligence to focus intensely on its strategic application within the senior HR leadership context. While many programs cover the "what" of EQ, our curriculum is meticulously designed to master the "how". We emphasize the practical integration of EQ skills into core HR functions, from talent acquisition and performance management to organizational change and culture development. The course is built around complex, real-world case studies and role-playing scenarios specifically tailored to the challenges faced by HR professionals, ensuring that learning is not just theoretical but immediately applicable. Furthermore, the program places a unique emphasis on the HR leader's role as a catalyst for building a high-EQ organization. Participants will not only develop their personal competencies but will also learn to champion, measure, and embed emotional intelligence across their entire workforce. This strategic, culture-building perspective elevates the training from a personal development course to a comprehensive program on organizational transformation, equipping participants to drive tangible business results through a more human-centric approach to leadership.