Strategic Emotional Intelligence for HR Management Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #HR9714_163851

Course Introduction / Overview:

Emotional Intelligence (EQ) has transcended being a mere buzzword to become a cornerstone of effective human resources management. In today's dynamic and often disruptive business environment, the ability of HR professionals to understand, manage, and leverage emotions is critical to fostering a thriving workplace culture. This course provides a comprehensive framework for integrating emotional intelligence into every facet of the HR function, from talent acquisition to strategic leadership. Drawing upon the foundational work of pioneers like Daniel Goleman, author of "Emotional Intelligence: Why It Can Matter More Than IQ," this program moves beyond theoretical concepts to offer practical, actionable strategies. Participants will explore how heightened self-awareness, empathy, and relationship management can transform routine HR processes into powerful tools for enhancing employee engagement, resolving conflicts constructively, and driving organizational performance. BIG BEN Training Center has designed this immersive experience to equip HR leaders with the sophisticated emotional competencies required to build resilient teams, navigate complex organizational change, and champion a more human-centric approach to management. This is not just a skills-building course; it is a strategic imperative for the modern HR professional aiming to create lasting value.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- HR Business Partners.
- Talent Acquisition and Recruitment Specialists.
- Employee Relations and Engagement Officers.
- Learning and Development Professionals.
- Organizational Development Consultants.
- Team Leaders and Department Heads with HR responsibilities.
- Anyone aspiring to a leadership role within the Human Resources field.

Target Sectors and Industries:

- Technology and Information Services.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Manufacturing and Engineering.
- Governmental bodies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources Department.
- Talent Management and Acquisition Department.
- Learning and Development Department.
- Organizational Development Department.
- Employee Relations Department.
- Compensation and Benefits Department.
- Corporate Strategy and Planning Department.

Course Offerings:

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

- Master the core components of emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and social skills.
- Apply EQ-based interviewing techniques to improve candidate selection and reduce hiring bias.
- Develop strategies for resolving workplace conflicts and fostering constructive communication.
- Utilize emotional intelligence to enhance employee engagement, motivation, and retention.
- Deliver effective and empathetic performance feedback that inspires growth and development.
- Coach and mentor employees with a higher degree of emotional awareness and connection.
- Lead organizational change initiatives with sensitivity and build resilience within teams.
- Design and implement HR policies that promote psychological safety and a positive workplace culture.

Course Methodology:

The training methodology at BIG BEN Training Center is centered on experiential and participatory learning to ensure that theoretical knowledge is translated into practical skills. This course rejects a passive, lecture-based format in favor of a dynamic and interactive environment. Participants will engage in a variety of activities, including real-world HR case study analysis, collaborative group discussions, and practical role-playing exercises focused on conflict resolution and performance feedback. Self-assessment tools will be utilized to help individuals gain deeper insights into their own emotional intelligence strengths and areas for development. The facilitator will guide sessions that encourage peer-to-peer learning and the sharing of diverse professional experiences. A significant portion of the course is dedicated to action planning, where participants will develop concrete strategies to apply their newfound EQ skills directly to their roles and organizations. This hands-on, reflective approach ensures that learning is not only retained but also immediately applicable, fostering a transformative and impactful educational experience.

Course Agenda (Course Units):

Unit One: Foundations of Emotional Intelligence in the HR Context

- Defining Emotional Intelligence and its strategic importance in HR.
- Exploring the Daniel Goleman model of EQ: Self-Awareness, Self-Regulation, Motivation, Empathy, and Social Skills.
- The neuroscience behind emotions and their impact on workplace behavior.
- Conducting a personal EQ assessment to identify strengths and development areas.
- The link between high EQ and effective HR leadership.
- Understanding the business case for an emotionally intelligent workforce.
- Differentiating between emotional intelligence and personality.

Unit Two: Applying EQ in Talent Acquisition and Onboarding

- Integrating EQ assessment into the recruitment and selection process.
- Developing behavior-based interview questions to gauge a candidate's emotional intelligence.
- Reducing unconscious bias in hiring through heightened self-awareness.
- Using empathy to create a positive and welcoming candidate experience.
- Onboarding new hires with an emphasis on psychological safety and belonging.
- Building rapport and trust with new employees from day one.
- Assessing cultural fit through an emotional intelligence lens.

Unit Three: EQ for Employee Engagement and Conflict Resolution

- Leveraging empathy to understand and address employee concerns.
- Techniques for active listening and creating an open-door communication culture.
- Applying self-regulation to de-escalate workplace conflicts and tense situations.
- Mediating disputes between employees using EQ-based principles.
- Strategies for motivating and inspiring diverse teams.
- Recognizing the signs of employee burnout and providing empathetic support.
- Building high-trust relationships across all levels of the organization.

Unit Four: Emotional Intelligence in Performance and Development

- Delivering constructive performance feedback with empathy and clarity.
- Using emotional intelligence to handle difficult conversations about underperformance.
- Coaching employees for growth by understanding their intrinsic motivations.
- Developing personalized career development plans based on individual aspirations.
- Fostering a culture of continuous learning and psychological safety.
- Recognizing and rewarding both performance and emotionally intelligent behaviors.
- Managing employee promotions, transitions, and exits with compassion.

Unit Five: Strategic HR Leadership and Building an EQ-Driven Culture

- The role of the HR leader in championing emotional intelligence organization-wide.
- Designing HR systems and policies that reinforce an emotionally intelligent culture.
- Leading through organizational change with transparency and empathy.
- Building resilient teams capable of navigating uncertainty and stress.
- Measuring the impact of EQ initiatives on business metrics like turnover and productivity.
- Developing and facilitating emotional intelligence training for managers and leaders.
- The future of HR: emotional intelligence in the age of AI and automation.

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:

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

Beyond individual competencies, how can an organization systematically measure and scale its collective emotional intelligence to achieve a sustainable competitive advantage?

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

This course distinguishes itself by moving beyond the foundational theories of emotional intelligence to focus intensely on its strategic application within the specific context of human resources management. While many programs offer a general overview of EQ, this training is meticulously designed for HR professionals, addressing their unique challenges and responsibilities. Every module, case study, and role-playing scenario is tailored to real-world HR situations, from handling a sensitive employee grievance to designing an empathetic onboarding process. The curriculum emphasizes the direct link between EQ and key business outcomes, teaching participants not just how to be more emotionally intelligent, but how to leverage that intelligence to reduce turnover, boost productivity, and enhance organizational resilience. Furthermore, the course adopts a holistic perspective, focusing on how HR can champion and embed emotional intelligence into the very fabric of the corporate culture, transforming it from an individual skill into a collective organizational capability. It is this strategic, function-specific, and culture-building approach that provides a depth and practicality rarely found in other emotional intelligence courses.