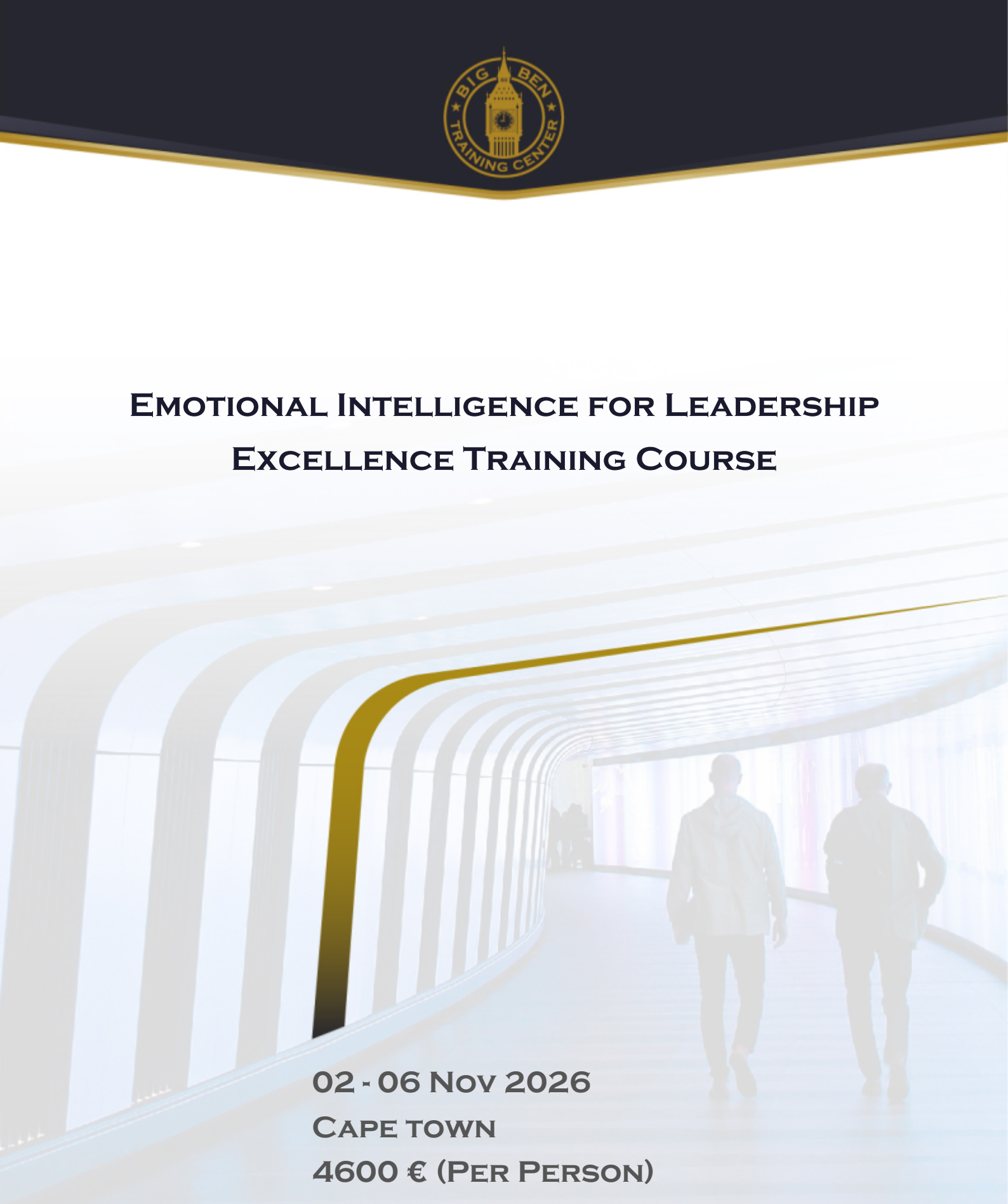
Emotional Intelligence for Leadership Excellence Training Course



02 - 06 Nov 2026

Cape town

4600 € (Per Person)

Ref: #IS8956_288658

Course Introduction / Overview:

This course provides a comprehensive exploration of the critical link between emotional intelligence (EI) and effective leadership. In today's dynamic and complex business environment, a leader's ability to understand and manage their own emotions, as well as perceive and influence the emotions of others, is a definitive factor in achieving organizational success. As pioneering author Daniel Goleman articulated in his seminal work, "Emotional Intelligence: Why It Can Matter More Than IQ," cognitive ability alone is insufficient for exemplary leadership. This training moves beyond theoretical concepts to offer practical, actionable strategies for developing the core competencies of EI. Participants will delve into the five key domains: self-awareness, self-regulation, motivation, empathy, and social skills. BIG BEN Training Center has designed this immersive experience to empower leaders to build more resilient teams, navigate challenging conversations with confidence, and foster a positive, high-performance culture. By integrating proven psychological principles with real-world business scenarios, this program equips leaders with the essential tools to inspire trust, drive engagement, and deliver superior results in any professional setting.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Senior Executives and C-Level Leaders.
- Project and Program Managers.
- Human Resources Professionals and Business Partners.
- High-potential employees and aspiring leaders.
- Entrepreneurs and business owners.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Healthcare and Pharmaceutical Industries.
- Engineering, Manufacturing, and Construction.
- Government, Public Sector, and Non-Profit Organizations.
- Retail, Hospitality, and Customer Service.
- Consulting and Professional Services.

Target Organizations Departments:

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

Course Offerings:

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

- Master the five core components of emotional intelligence as they apply to leadership roles.
- Develop profound self-awareness of personal emotional triggers, strengths, and weaknesses.
- Apply effective emotional regulation techniques to maintain composure in high-pressure situations.
- Enhance decision-making capabilities by integrating emotional and rational thinking.
- Utilize empathy to build stronger, more trusting relationships with team members and stakeholders.
- Improve communication skills for resolving conflicts and providing constructive feedback.
- Inspire and motivate teams to achieve peak performance and higher engagement.
- Cultivate an emotionally intelligent organizational culture that supports collaboration and innovation.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the workplace. We move beyond traditional lecture-based formats to create a dynamic learning environment that fosters deep understanding and skill development. The course heavily utilizes a blend of instructional techniques, including facilitator-led discussions, real-world case study analysis, and interactive group exercises. Participants will engage in role-playing scenarios that simulate common leadership challenges, allowing them to practice and refine their emotional intelligence skills in a safe and supportive setting. Self-assessment tools and diagnostic instruments will be used to provide personalized insights into individual strengths and areas for development. A significant emphasis is placed on peer-to-peer learning and collaborative problem-solving. Our expert facilitators guide participants through a process of discovery, providing targeted feedback and coaching to help translate theoretical knowledge into practical, sustainable leadership behaviors. The goal is to ensure every attendee leaves with a clear action plan for implementing their new skills immediately.

Course Agenda (Course Units):

Unit One: The Foundation of Emotionally Intelligent Leadership

- Defining Emotional Intelligence (EI) and its impact on leadership effectiveness.
- Exploring the scientific basis of emotions and their role in the workplace.
- Introduction to Daniel Goleman's five-component model of EI.
- The business case for developing emotional intelligence in leaders.
- Conducting a personal EI self-assessment to identify strengths and development areas.
- Understanding the link between thoughts, feelings, and leadership actions.
- Differentiating between emotional intelligence and personality.

Unit Two: Mastering Self-Awareness and Self-Management

- Techniques for developing accurate self-awareness and recognizing emotional triggers.
- The practice of mindfulness for enhanced emotional clarity.
- Strategies for emotional self-regulation under pressure.
- Managing disruptive emotions and impulses effectively.
- Cultivating adaptability and resilience in the face of change and adversity.
- Developing intrinsic motivation and a passion for work beyond status or money.
- Maintaining optimism and a positive outlook during challenging times.

Unit Three: Developing Social Awareness and Empathy

- The art of active listening and understanding non-verbal cues.
- Developing empathy to understand others' perspectives and feelings.
- Recognizing and appreciating diversity in emotional expression.
- Organizational awareness and navigating workplace politics.
- Understanding team dynamics and emotional currents within a group.
- Building rapport and establishing trust with colleagues and direct reports.
- Providing service orientation by anticipating and meeting stakeholder needs.

Unit Four: Excelling in Relationship Management and Influence

- Leveraging EI for influential and persuasive communication.
- Techniques for providing constructive feedback and managing difficult conversations.
- Strategies for effective conflict resolution and negotiation.
- Inspiring and guiding teams toward a shared vision.
- Developing others through effective coaching and mentoring.
- Fostering collaboration and building high-performance teams.
- Building and maintaining professional networks and bonds.

Unit Five: Applying EI for Strategic Leadership and Cultural Change

- Integrating emotional intelligence into strategic decision-making processes.
- Leading organizational change with empathy and clear communication.
- Creating and sustaining an emotionally intelligent team culture.
- The role of EI in fostering psychological safety and innovation.
- Handling leadership crises with emotional maturity and stability.
- Developing a personal leadership philosophy based on EI principles.
- Creating a personalized action plan for continuous EI 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 the overemphasis on a single component of emotional intelligence, such as empathy, potentially hinder a leader's ability to make difficult but necessary organizational decisions?

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

This training course distinguishes itself by moving beyond the mere definition of emotional intelligence to focus intensely on its practical and strategic application in leadership. While many programs cover the theoretical models, our curriculum is built around a framework of actionable behaviors and situational leadership. We emphasize the integration of EI into the core functions of a leader, from strategic decision-making and conflict resolution to inspiring innovation and leading organizational change. The course content is enriched with contemporary case studies from diverse industries, allowing participants to analyze and deconstruct real-world leadership successes and failures through the lens of emotional intelligence. A key differentiator is our focus on creating a personalized development journey for each participant. Through guided self-reflection, peer feedback, and the creation of a tangible action plan, we ensure that the learning is not a one-time event but the beginning of a continuous process of growth. The program is designed to cultivate a deeper level of self-awareness that translates into authentic and adaptable leadership, equipping attendees with the skills to build resilient, engaged, and high-performing teams in any environment.