Emotional Intelligence for Transformational Leadership Training Course

30 Nov - 04 Dec 2026

Milan

5900 € (Per Person)

Ref: #LE1219_152951

Course Introduction / Overview:

This course delves into the critical intersection of emotional intelligence and the psychology of leadership, providing a comprehensive framework for modern leaders to inspire and guide their teams effectively. In today's complex business environment, technical skills alone are insufficient for success. True leadership is rooted in the ability to understand and manage one's own emotions while skillfully influencing the emotions of others. This program, offered by BIG BEN Training Center, is meticulously designed to move beyond theoretical concepts and provide actionable strategies. Drawing upon the foundational work of pioneers like Daniel Goleman, author of "Emotional Intelligence: Why It Can Matter More Than IQ," the course explores the core competencies of self-awareness, self-regulation, motivation, empathy, and social skills. Participants will learn to apply psychological principles to foster psychological safety, enhance team dynamics, and drive organizational performance. This training is an immersive journey into the heart of what makes a leader truly transformational, equipping you with the tools to build resilient, engaged, and high-performing teams. By mastering these skills, leaders can create a positive work culture that not only achieves strategic goals but also supports the well-being and growth of every team member.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Senior Executives and C-Suite Leaders.
- Project Managers and Program Managers.
- Human Resources Professionals and Business Partners.
- Aspiring and emerging leaders.
- Consultants and coaches seeking to deepen their expertise.
- Entrepreneurs and business owners.

Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Engineering, Manufacturing, and Construction.
- Oil, Gas, and Energy sectors.
- Retail and Customer Service.
- Hospitality and Tourism.
- Governmental bodies and public sector agencies.
- Non-profit organizations and educational institutions.

Target Organizations Departments:

- Human Resources and Talent Development.
- Executive Leadership and Senior Management.
- Operations and Production.
- Project Management Office (PMO).
- Sales and Business Development.
- Customer Relations and Service Delivery.
- Marketing and Communications.
- Information Technology and Technical Teams.

Course Offerings:

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

- Develop a profound understanding of the five core components of emotional intelligence.
- Master techniques for self-awareness and accurate self-assessment of leadership strengths.
- Apply strategies for emotional self-regulation and stress management in high-pressure situations.
- Cultivate empathy to better understand team members' perspectives and motivations.
- Enhance social skills for effective communication, influence, and conflict resolution.
- Analyze and improve team dynamics by fostering psychological safety and trust.
- Implement principles of transformational leadership to inspire and motivate teams.
- Recognize and mitigate the impact of cognitive biases in decision-making.
- Develop a personal action plan for continuous growth in emotionally intelligent leadership.
- Lead organizational change with greater insight and effectiveness.

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 lectures to create a dynamic learning environment where participants actively construct their understanding. The course incorporates a blend of expert-led presentations, validated psychometric self-assessments, and practical exercises. A significant portion of the training is dedicated to case study analysis, where real-world leadership challenges are deconstructed and discussed in small groups. Role-playing scenarios provide a safe space for participants to practice difficult conversations, providing feedback, and applying conflict resolution techniques. Facilitated group discussions and peer-to-peer coaching sessions encourage the sharing of diverse perspectives and experiences. Participants will develop a personalized leadership development plan, receiving constructive feedback from both the facilitator and their peers. This hands-on, reflective approach ensures that participants leave not just with new knowledge, but with the confidence and skills to implement emotionally intelligent leadership strategies immediately upon their return to their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Emotionally Intelligent Leadership

- The Neuroscience of Emotions and Decision-Making.
- Daniel Goleman's Five Competencies of Emotional Intelligence (EQ).
- Distinguishing Between Leadership and Management.
- The Psychology of Transformational vs. Transactional Leadership.
- Self-Assessment: Identifying Your Current EQ Profile.
- The Link Between Leader EQ and Team Performance.
- Understanding the Impact of a Leader's Emotional Wake.

Unit Two: Mastering Self-Awareness and Self-Management

- Techniques for Developing Accurate Self-Awareness.
- Recognizing and Understanding Your Emotional Triggers.
- Strategies for Emotional Regulation and Impulse Control.
- Building Resilience and Managing Stress Effectively.
- The Role of Optimism and a Growth Mindset in Leadership.
- Developing Personal Accountability and Integrity.
- Mindfulness Practices for Enhanced Leadership Presence.

Unit Three: Developing Social Awareness and Empathy

- The Three Types of Empathy: Cognitive, Emotional, and Compassionate.
- Active Listening and Non-Verbal Cue Interpretation Skills.
- Understanding Team Dynamics and Unspoken Social Hierarchies.
- Organizational Awareness: Reading the Political and Social Currents.
- Cultivating a Culture of Inclusivity and Belonging.
- Techniques for Understanding Diverse Perspectives and Motivations.
- Applying Empathy in Performance Feedback and Coaching.

Unit Four: Excelling in Relationship Management and Influence

- The Art of Persuasion and Ethical Influence.
- Advanced Communication Strategies for Leaders.
- Managing and Resolving Conflict Constructively.
- Building and Leading High-Performance Teams.
- Inspiring and Motivating Others Towards a Shared Vision.
- Developing Others Through Mentoring and Coaching.
- Building Networks and Fostering Collaboration.

Unit Five: Applying EQ for Strategic and Transformational Impact

- Creating a Culture of Psychological Safety.
- Leading Through Change with Emotional Intelligence.
- Recognizing and Mitigating Unconscious Bias in Leadership.
- The Psychology of Motivation and Employee Engagement.
- Strategic Decision-Making Using Emotional and Rational Inputs.
- Fostering Innovation and Creativity Through EQ.
- Creating a Personal Leadership Development Action Plan.

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 a leader's unexamined cognitive biases undermine their attempts to build a psychologically safe and emotionally intelligent team culture?

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

This course distinguishes itself by deeply integrating the principles of psychology with the practical application of emotional intelligence in a leadership context. While many programs focus on the "what" of emotional intelligence, we emphasize the "why" and "how," exploring the underlying psychological drivers of behavior in the workplace. We move beyond surface-level definitions to examine the neuroscience of emotion, the impact of cognitive biases on decision-making, and the critical role of psychological safety in fostering high-performing teams. Unlike generic leadership courses, this program is specifically tailored to cultivate a transformational leadership style, equipping participants with the skills to not only manage but to truly inspire and motivate. The curriculum is built on a foundation of robust academic research, including the work of pioneers like Daniel Goleman, but is delivered through highly interactive and experiential methods. Participants engage in realistic simulations and receive personalized feedback, ensuring that they develop sustainable behavioral changes, not just theoretical knowledge. The focus is on creating authentic, resilient, and empathetic leaders who can navigate complexity and drive meaningful, positive change within their organizations.