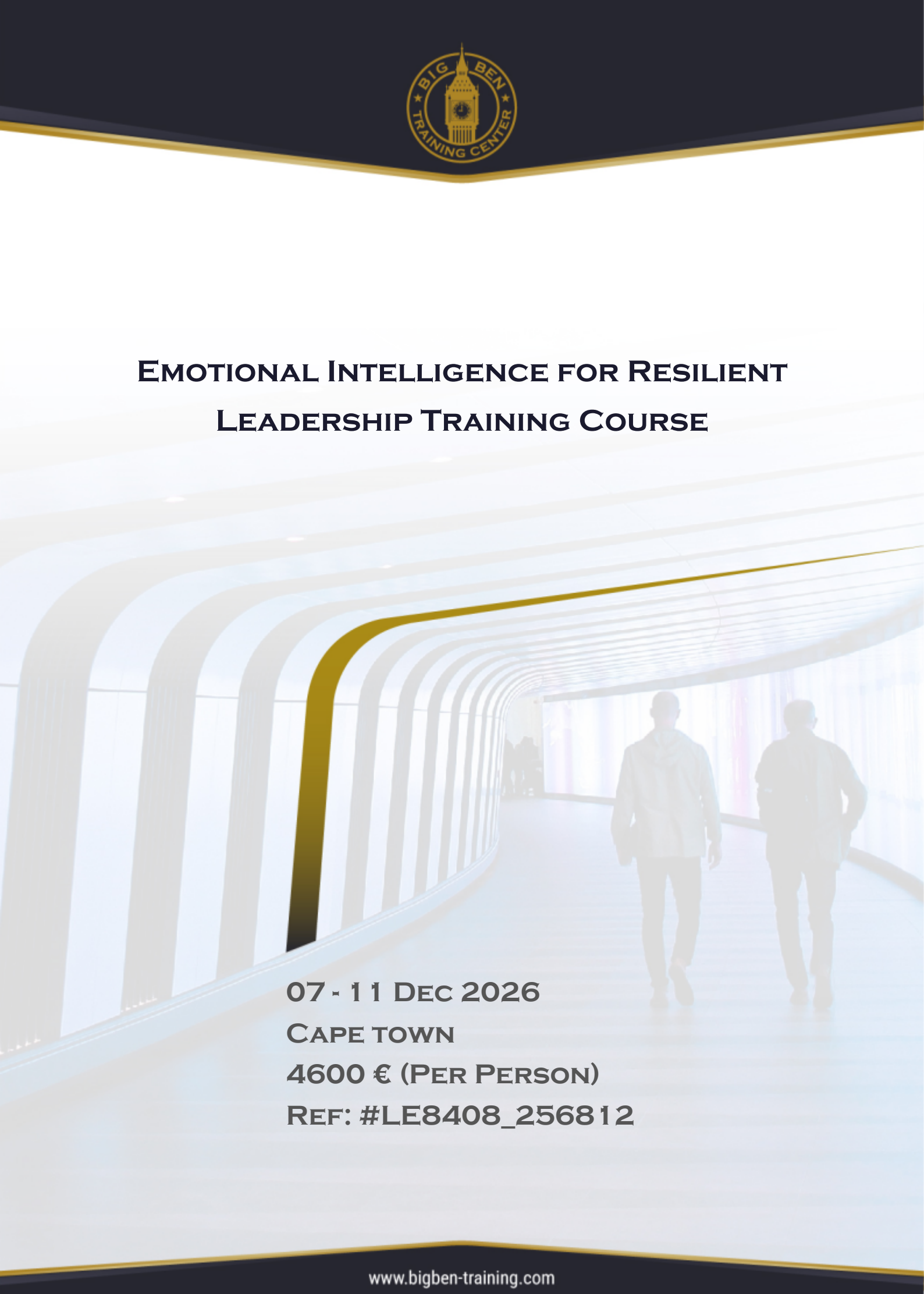
Emotional Intelligence for Resilient Leadership Training Course



07 - 11 Dec 2026

Cape town

4600 € (Per Person)

Ref: #LE8408_256812

Course Introduction / Overview:

This course provides a comprehensive framework for leaders aiming to enhance their effectiveness through the mastery of emotional intelligence and resilience. In today's volatile and complex business environment, technical skills alone are insufficient for sustainable success. True leadership impact is built on the ability to understand and manage one's own emotions while skillfully influencing the emotional states of others. This program delves deep into the principles popularized by renowned author Daniel Goleman in his seminal work, "Emotional Intelligence: Why It Can Matter More Than IQ". Participants will move beyond theory to explore practical strategies for developing self-awareness, emotional regulation, empathy, and sophisticated relationship management skills. BIG BEN Training Center has designed this immersive experience to equip leaders with the tools to build psychologically safe environments, navigate organizational change with confidence, and foster a culture of high performance and well-being. By integrating the core competencies of emotional intelligence with the principles of resilient leadership, this training empowers participants to inspire trust, drive engagement, and lead their teams to achieve extraordinary results even in the face of adversity.

Target Audience / This training course is suitable for:

- C-Level Executives and Senior Leaders.
- Department Heads and Directors.
- Team Leaders and Supervisors.
- Project and Program Managers.
- Human Resources and L&D Professionals.
- Emerging leaders and high-potential employees.
- Entrepreneurs and business owners.

Target Sectors and Industries:

- Technology and Information Services.
- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Consulting and Professional Services.
- Manufacturing and Engineering.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Non-Profit and Educational Institutions.

Target Organizations Departments:

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

Course Offerings:

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

- Apply the core components of emotional intelligence to enhance leadership effectiveness.
- Develop deep self-awareness to recognize personal emotional triggers and biases.
- Master self-management techniques to maintain composure under pressure.
- Utilize empathy and social awareness to build stronger team connections.
- Implement advanced communication strategies to influence and inspire others.
- Resolve conflicts constructively and foster a collaborative team environment.
- Lead teams effectively through periods of organizational change and uncertainty.
- Build personal and team resilience to overcome workplace challenges.
- Create a psychologically safe culture that encourages innovation and engagement.
- Develop a personal action plan for continuous growth in emotionally intelligent leadership.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and directly applicable to the participant's professional context. This course moves beyond traditional lectures to create a dynamic learning environment where concepts are brought to life. We utilize a blend of facilitator-led discussions, individual self-assessment tools, and practical exercises to foster deep self-awareness. A significant portion of the program is dedicated to small group activities and role-playing scenarios that simulate real-world leadership challenges, allowing participants to practice new skills in a safe and supportive setting. Case studies drawn from diverse industries will be analyzed to understand the impact of emotional intelligence on business outcomes. Participants will receive constructive feedback from both the instructor and their peers, promoting a culture of continuous improvement. The emphasis is on practical application, ensuring that every leader leaves with a clear set of tools and a personalized action plan to immediately implement within their teams and organization, driving tangible improvements in performance and culture.

Course Agenda (Course Units):

Unit One: Foundations of Emotionally Intelligent Leadership

- The business case for emotional intelligence (EI) in modern leadership.
- Exploring the five core components of Daniel Goleman's EI model.
- The neuroscience of emotions and its impact on decision-making.
- Differentiating between emotional intelligence and personality.
- Assessing your current emotional intelligence strengths and development areas.
- The link between EI, influence, and executive presence.
- Understanding how emotional intelligence drives team performance and engagement.

Unit Two: Mastering the Inner World: Self-Awareness and Self-Management

- Techniques for developing profound self-awareness.
- Identifying your emotional triggers and habitual reactions.
- Strategies for effective emotional self-regulation under pressure.
- The practice of mindfulness for leadership clarity and focus.
- Developing emotional agility to adapt to changing circumstances.
- Managing stress and preventing leadership burnout.
- Cultivating optimism and a positive leadership mindset.

Unit Three: Understanding Others: Social Awareness and Empathy

- The three types of empathy and their application in leadership.
- Developing active listening skills to understand unspoken needs.
- Reading non-verbal cues and body language accurately.
- Understanding team dynamics and organizational politics.
- Building a culture of empathy and compassion within your team.
- Leveraging social awareness to build inclusive work environments.
- Anticipating stakeholder needs and managing expectations effectively.

Unit Four: Leading with Influence: Advanced Relationship Management

- Building and maintaining trust as a cornerstone of leadership.
- Advanced communication techniques for clarity and impact.
- Strategies for providing constructive feedback that motivates growth.
- Inspiring and motivating teams through emotional connection.
- Mastering conflict resolution and mediation skills.
- Collaborative leadership and building high-performing teams.
- Developing others through emotionally intelligent coaching and mentoring.

Unit Five: Cultivating Resilience and Leading Through Adversity

- Defining resilient leadership in the context of volatility and change.
- Building psychological safety to encourage risk-taking and learning.
- Leading teams through organizational change with transparency and empathy.
- Techniques for bouncing back from setbacks and failures.
- Coaching team members to develop their own resilience.
- Creating a sustainable culture of well-being and high performance.
- Developing a personal leadership action plan for ongoing 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 over-application of empathy in leadership potentially hinder decisive action and organizational progress?

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

This course distinguishes itself by holistically integrating the dual pillars of emotional intelligence and resilience, recognizing that one without the other is incomplete for modern leadership. While many programs focus solely on the components of emotional intelligence, this training provides a unique and robust framework that explicitly teaches leaders how to apply these skills to build personal and organizational resilience in the face of adversity. The curriculum moves beyond abstract theories by grounding every concept in practical, real-world application through immersive case studies, leadership simulations, and peer-to-peer coaching labs. Unlike courses that offer a superficial overview, this program facilitates a deep-dive into the nuances of emotional regulation, empathetic communication, and strategic influence. The focus is not just on understanding EI but on mastering its application to solve complex challenges, such as leading through disruptive change, resolving deep-seated team conflicts, and fostering genuine psychological safety. Participants leave not with a list of concepts, but with a refined skill set and a strategic action plan to cultivate a more engaged, adaptive, and high-performing team culture.