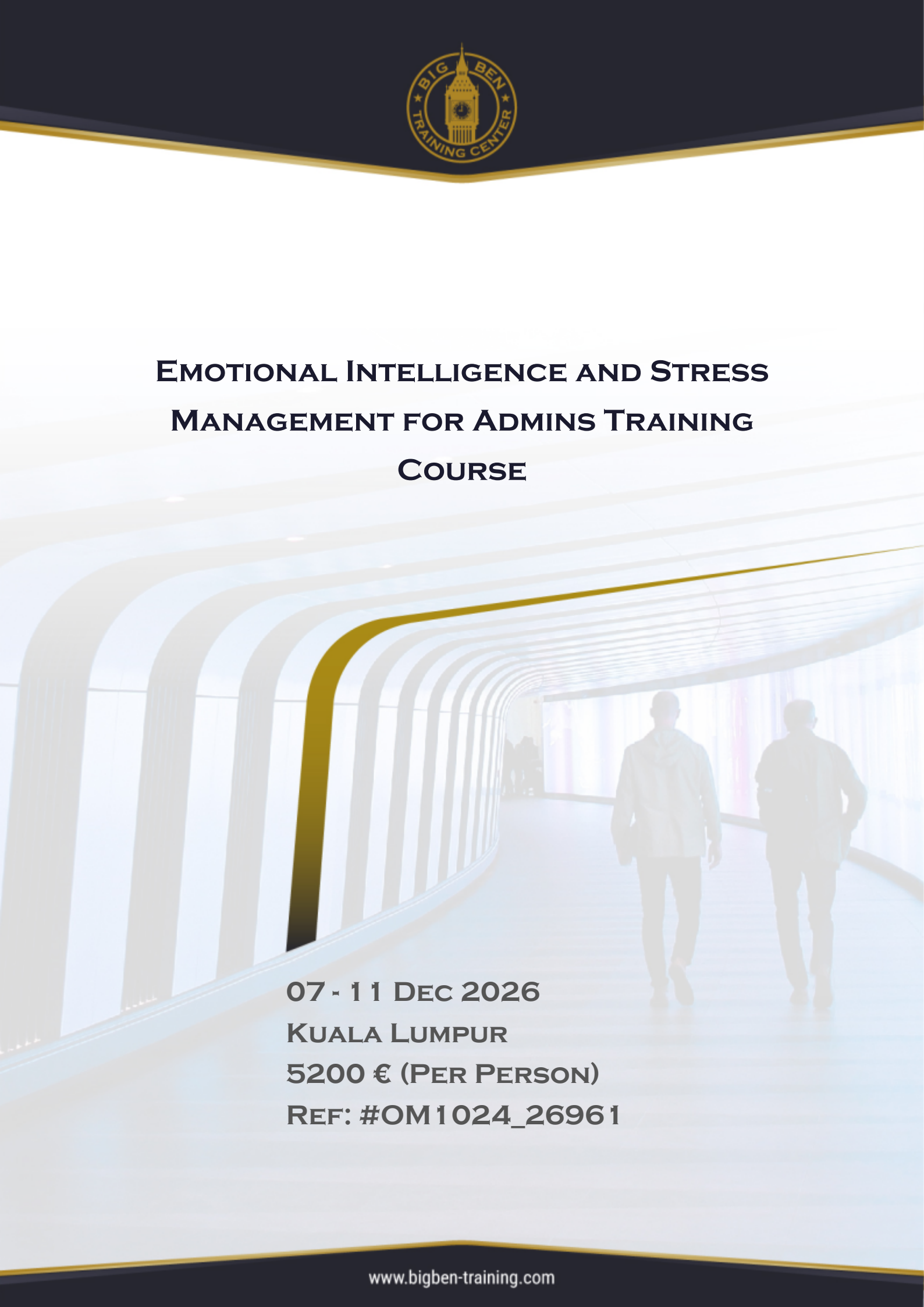
Emotional Intelligence and Stress Management for Admins Training Course



07 - 11 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #OM1024_26961

Course Introduction / Overview:

In today's fast-paced administrative roles, technical skills are only half the equation for success. The ability to manage one's own emotions and navigate interpersonal dynamics effectively is what truly sets exceptional professionals apart. This course is meticulously designed to bridge that gap, focusing on the critical intersection of emotional intelligence (EI) and stress management. Drawing upon the foundational work of acclaimed psychologist Daniel Goleman, author of "Emotional Intelligence: Why It Can Matter More Than IQ," we explore the core competencies that drive workplace effectiveness. Participants will move beyond theoretical knowledge to gain practical, actionable strategies for enhancing self-awareness, mastering self-regulation, and building resilience against workplace pressures. This program, offered by BIG BEN Training Center, provides a transformative learning experience, equipping administrative professionals with the tools to not only cope with stress but to thrive under pressure, foster positive relationships, and elevate their professional performance and personal well-being. It is an essential investment in developing the emotional fortitude required to excel in demanding support roles.

Target Audience / This training course is suitable for:

- Administrative Assistants.
- Executive Assistants.
- Personal Assistants.
- Office Managers.
- Secretaries.
- Project Coordinators.
- Team Leaders and Supervisors in administrative roles.
- Support Staff and Front-Desk Professionals.
- Anyone in an administrative capacity seeking to enhance their professional skills.

Target Sectors and Industries:

- Corporate and Business Services.
- Healthcare and Medical Administration.
- Education and Academia.
- Technology and IT Support.
- Government Agencies and Public Sector Organizations.
- Non-Profit and Charitable Organizations.
- Legal and Financial Services.
- Hospitality and Customer Service.

Target Organizations Departments:

- Administration Department.
- Human Resources.
- Executive Support.
- Operations and Logistics.
- Customer Service and Client Relations.
- Project Management Office.
- Finance and Accounting Support.
- Sales and Marketing Coordination.

Course Offerings:

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

- Identify and understand the core components of emotional intelligence.
- Develop greater self-awareness of personal emotions and their impact on behavior.
- Apply effective self-regulation techniques to manage disruptive impulses and moods.
- Utilize proven strategies to reduce and manage workplace stress effectively.
- Enhance interpersonal skills through the practical application of empathy.
- Improve communication and conflict resolution capabilities in professional settings.
- Build long-term resilience to handle pressure and workplace challenges.
- Develop a personal action plan for continuous improvement in EI and stress management.
- Foster a more positive and productive work environment through emotional leadership.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants can immediately apply their learning in the workplace. We move beyond traditional lectures to create an immersive, experiential learning environment. The course incorporates a blend of expert-led presentations, real-world case studies tailored to administrative challenges, and dynamic group discussions that encourage peer-to-peer learning. A significant portion of the training is dedicated to hands-on activities, including role-playing scenarios for managing difficult conversations and interactive workshops on stress-reduction techniques. Participants will receive constructive feedback from both the instructor and their peers in a supportive setting. Self-assessment tools will be used to help individuals identify their emotional intelligence strengths and areas for development. The program emphasizes the creation of a personal development plan, empowering each participant to continue their growth journey long after the course concludes. This blended approach ensures a deep understanding of the concepts and the confidence to implement them effectively.

Course Agenda (Course Units):

Unit One: The Foundations of Emotional Intelligence for Administrators

- Defining Emotional Intelligence (EI) and its importance in administrative roles.
- Exploring the five key components of EI.
- The science behind emotions and their impact on decision-making.
- Techniques for developing profound self-awareness.
- Identifying personal emotional triggers and patterns.
- Introduction to self-assessment tools for measuring your EI.
- The link between high EI and career success for administrative professionals.

Unit Two: Mastering Self-Regulation and Motivation

- The art of managing your emotional responses under pressure.
- Techniques for impulse control and emotional regulation.
- Developing a proactive rather than a reactive mindset.
- Strategies for staying calm and focused during workplace crises.
- Harnessing emotions to drive personal motivation and achieve goals.
- The role of optimism and a positive outlook in professional performance.
- Building habits for consistent emotional management.

Unit Three: The Science and Strategy of Stress Management

- Understanding the physiological and psychological effects of stress.
- Identifying common stressors in the administrative profession.
- Differentiating between positive (eustress) and negative (distress) stress.
- Immediate stress-relief techniques for high-pressure moments.
- The role of mindfulness and breathing exercises in stress reduction.
- Developing a personal stress management toolkit.
- Recognizing the early signs of burnout and how to prevent it.

Unit Four: Applying Empathy and Social Skills in the Workplace

- Developing empathy to understand colleagues' perspectives and needs.
- The power of active listening in building strong professional relationships.
- Mastering non-verbal communication and body language.
- Strategies for managing difficult conversations with tact and diplomacy.
- Techniques for effective conflict resolution and mediation.
- Building rapport and influencing others positively.
- Networking and relationship management for administrative professionals.

Unit Five: Building Resilience and Sustaining Peak Performance

- Defining resilience and its importance for long-term career success.
- Strategies for bouncing back from setbacks and adversity.
- The role of time management and organization in reducing stress.
- Creating a healthy work-life balance to prevent chronic stress.
- Developing a personal action plan for ongoing EI development.
- Fostering a positive and emotionally intelligent team culture.
- Capstone exercise: Applying all learned skills to a complex workplace scenario.

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 consistent application of emotional intelligence principles transform not just an individual's career, but the entire culture of an administrative department?

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

This course distinguishes itself by moving beyond generic theories of emotional intelligence and stress management to focus specifically on the unique context and challenges faced by administrative professionals. Unlike other programs that offer a one-size-fits-all approach, our curriculum is built around real-world scenarios that assistants, coordinators, and office managers encounter daily, from managing competing executive demands to navigating complex office politics. The core philosophy is integration; we do not treat emotional intelligence and stress management as separate subjects but as deeply interconnected skills essential for survival and success in a support role. The emphasis is on building sustainable habits rather than offering temporary fixes. Participants will leave not just with knowledge, but with a personalized toolkit of practical, immediately applicable techniques for emotional regulation, resilience building, and empathetic communication. The program is designed to foster deep self-awareness, empowering professionals to become proactive architects of their emotional well-being and professional effectiveness, thereby transforming their role from a reactive support function to a proactive, value-adding partnership.