Enhancing Teamwork with Emotional Intelligence Training Course

23 - 27 Nov 2026

Cape town

4600 € (Per Person)

Ref: #PRO1276_279515

Course Introduction / Overview:

In today's interconnected and dynamic workplace, technical skills alone are no longer sufficient for achieving peak performance and organizational success. The critical differentiator is emotional intelligence (EQ), the ability to recognize, understand, and manage our own emotions, as well as to recognize, understand, and influence the emotions of others. This concept, popularized by the renowned psychologist Daniel Goleman in his seminal work, "Emotional Intelligence: Why It Can Matter More Than IQ," has become a cornerstone of modern leadership and effective teamwork. This intensive training course from BIG BEN Training Center is meticulously designed to move beyond theoretical knowledge and provide participants with practical, actionable strategies to enhance their emotional intelligence. By mastering the core competencies of self-awareness, self-regulation, motivation, empathy, and social skills, attendees will unlock their potential to build stronger relationships, navigate complex social dynamics, resolve conflicts constructively, and inspire collaborative synergy within their teams. This program provides a transformative learning experience, equipping professionals with the essential EQ toolkit to boost productivity, foster a positive work environment, and drive sustainable results.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Project Managers and Program Coordinators.
- Human Resources Professionals.
- Department Heads and Managers.
- Sales and Customer Service Professionals.
- Employees at all levels seeking to improve interpersonal skills.
- Aspiring leaders and management trainees.
- Consultants and freelance professionals.

Target Sectors and Industries:

- Information Technology and Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Engineering and Manufacturing.
- Telecommunications.
- Government and Public Sector Agencies.
- Non-Profit Organizations.

Target Organizations Departments:

- Human Resources and Talent Development.
- Sales and Marketing.
- Customer Support and Client Relations.
- Operations and Logistics.
- Project Management Office.
- Research and Development.
- Information Technology.
- Administrative and Support Functions.

Course Offerings:

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

- Identify the core components of emotional intelligence and their impact on workplace performance.
- Develop greater self-awareness to recognize personal emotional triggers and biases.
- Apply self-regulation techniques to manage stress, control impulses, and maintain composure.
- Enhance empathy to better understand colleagues' perspectives and build stronger connections.
- Utilize advanced social skills for effective communication, influence, and conflict resolution.
- Foster psychological safety and trust within teams to encourage open collaboration.
- Provide and receive constructive feedback in an emotionally intelligent manner.
- Lead and motivate teams by leveraging emotional intelligence principles.
- Contribute to a more positive, resilient, and productive organizational culture.

Course Methodology:

This training course delivered by BIG BEN Training Center employs a dynamic and interactive learning methodology that prioritizes practical application over passive listening. We believe that mastering emotional intelligence requires hands-on experience and self-reflection. The program is built around a blended approach that includes expert-led presentations, interactive group discussions, and real-world case study analysis to bridge the gap between theory and practice. Participants will engage in a variety of activities such as role-playing scenarios to practice conflict resolution and empathetic communication, as well as individual and group exercises designed to enhance self-awareness and social perception. Self-assessment tools will be utilized to provide participants with a baseline of their current EQ strengths and areas for development. A significant portion of the training is dedicated to peer-to-peer learning and collaborative problem-solving, creating a supportive environment for sharing experiences and insights. Our expert facilitators provide continuous, constructive feedback to guide participants on their learning journey, ensuring they leave with tangible skills and a clear action plan to implement in their workplace.

Course Agenda (Course Units):

Unit One: The Foundations of Emotional Intelligence

- Defining Emotional Intelligence (EQ) vs. Intelligence Quotient (IQ).
- The scientific basis of emotions and their role in decision-making.
- Exploring the Daniel Goleman model of EQ.
- The five core competencies: Self-Awareness, Self-Regulation, Motivation.
- The five core competencies: Empathy and Social Skills.
- Assessing your current emotional intelligence strengths and weaknesses.
- The business case for emotional intelligence in modern organizations.

Unit Two: Mastering Self-Awareness and Self-Regulation

- Techniques for developing accurate self-assessment.
- Identifying your emotional triggers and patterns.
- Understanding the link between thoughts, feelings, and actions.
- Strategies for managing stress and pressure effectively.
- Developing impulse control and emotional resilience.
- The power of mindfulness and presence in the workplace.
- Cultivating a mindset of optimism and adaptability.

Unit Three: Cultivating Empathy and Social Awareness

- The difference between empathy, sympathy, and compassion.
- Techniques for active and reflective listening.
- Understanding non-verbal cues and body language.
- Developing organizational awareness and navigating workplace politics.
- Appreciating diversity and different communication styles.
- Building rapport and trust with colleagues and stakeholders.
- Service orientation and understanding client needs on an emotional level.

Unit Four: Emotional Intelligence for High-Impact Teamwork

- Applying EQ for effective and persuasive communication.
- Strategies for resolving team conflicts constructively.
- Giving and receiving feedback with emotional intelligence.
- Fostering psychological safety and a culture of trust.
- Collaborating effectively and leveraging team strengths.
- Inspiring and influencing team members without authority.
- Celebrating team success and managing collective setbacks.

Unit Five: Leading with Emotional Intelligence for Peak Performance

- How emotionally intelligent leaders inspire and motivate teams?
- Developing others through coaching and mentoring.
- Leading change with empathy and clear communication.
- Building strong, resilient, and high-performing teams.
- Making sound decisions by integrating emotion and logic.
- Creating a positive and emotionally intelligent organizational culture.
- Developing a personal action plan for continuous EQ 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:

Beyond individual skill, how can an organization systemically embed emotional intelligence into its culture to achieve sustainable high performance?

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

This course distinguishes itself by moving beyond the theoretical definitions of emotional intelligence to focus intensely on practical, real-world application. While many programs discuss what EQ is, our curriculum is built around the "how". We emphasize experiential learning through meticulously designed role-playing scenarios that mirror actual workplace challenges, from navigating difficult conversations to managing team conflicts and leading under pressure. Participants do not just learn about empathy; they practice active listening and perspective-taking in guided exercises with direct feedback. The program integrates validated self-assessment tools, allowing each participant to gain a clear and confidential understanding of their unique EQ profile, which serves as the foundation for a personalized development plan. Furthermore, our approach is holistic, connecting individual emotional regulation to broader team dynamics and organizational culture. We focus on building sustainable habits rather than offering temporary fixes, ensuring that the skills learned are transferable and have a lasting impact on both individual careers and team productivity. The curriculum is designed to foster a deep level of self-reflection, creating a transformative experience that enhances professional effectiveness and personal growth.