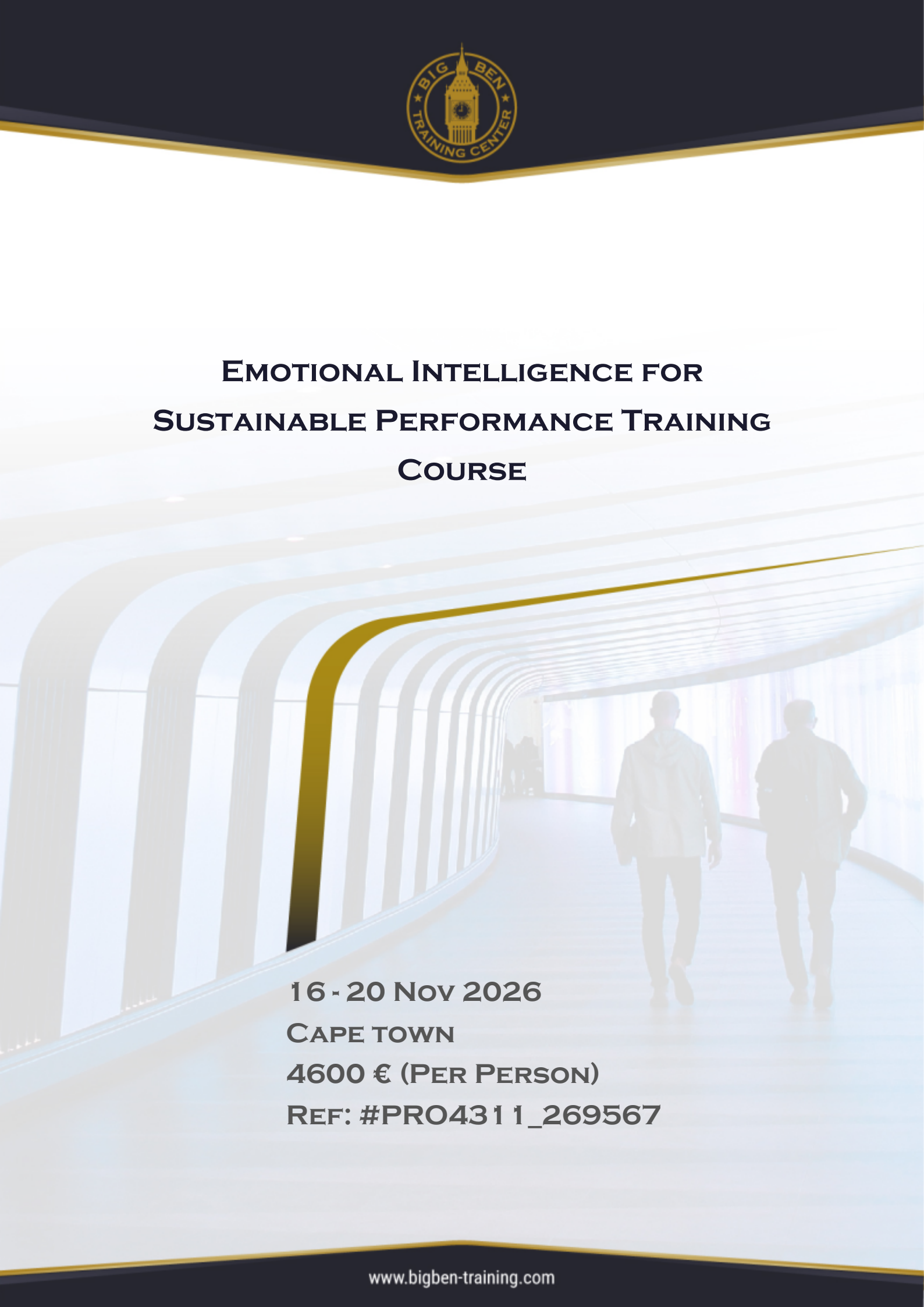
Emotional Intelligence for Sustainable Performance Training Course



16 - 20 Nov 2026

Cape town

4600 € (Per Person)

Ref: #PRO4311_269567

Course Introduction / Overview:

Emotional Intelligence (EI) is the definitive capability for thriving in the complex, interconnected modern workplace. This course moves beyond theoretical concepts to provide a practical roadmap for harnessing emotions to drive sustainable performance, enhance leadership, and foster profound professional relationships. Grounded in the pioneering work of authors like Daniel Goleman, whose book "Emotional Intelligence: Why It Can Matter More Than IQ" revolutionized our understanding of success, this program explores the core competencies of self-awareness, self-regulation, motivation, empathy, and social skills. Participants will learn not just what emotional intelligence is, but how to actively cultivate it to navigate challenges, inspire teams, and make more effective decisions under pressure. At BIG BEN Training Center, we have designed this immersive experience to equip professionals with the emotional agility required for long-term career resilience and well-being, transforming emotional insight into a tangible professional asset. This training is an investment in the human side of performance, creating a foundation for consistent achievement and a healthier, more productive work environment for everyone.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Human Resources Professionals.
- Project Managers and Team Members.
- Sales and Customer Service Professionals.
- Executives and Senior Leaders.
- Emerging leaders and high-potential employees.
- Anyone seeking to improve interpersonal effectiveness and career resilience.

Target Sectors and Industries:

- Information Technology and Services.
- Healthcare and Pharmaceuticals.
- Banking, Finance, and Insurance.
- Consulting and Professional Services.
- Retail and Customer Goods.
- Manufacturing and Engineering.
- Government and Public Sector Organizations.
- Education and Non-Profit Sector.

Target Organizations Departments:

- Human Resources and Talent Development.
- Sales and Business Development.
- Customer Support and Client Relations.
- Operations and Production.
- Project Management Office.
- Executive Leadership and Senior Management.
- Marketing and Communications.
- Information Technology.

Course Offerings:

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

- Master the five core components of emotional intelligence for professional application.
- Develop advanced self-awareness to recognize personal emotional triggers and biases.
- Implement effective self-regulation techniques to manage stress and impulsive reactions.
- Enhance empathy to better understand colleague and client perspectives.
- Apply superior social skills to build rapport, influence others, and manage conflict.
- Utilize emotional intelligence to improve decision-making and problem-solving abilities.
- Lead teams with greater effectiveness by fostering a climate of psychological safety.
- Build personal resilience to prevent burnout and sustain long-term high performance.
- Create a personalized action plan for continuous emotional intelligence development.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for deep learning and practical application, ensuring that participants leave with skills they can implement immediately. This course utilizes a blended approach that combines expert-led instruction with highly interactive and experiential learning activities. We move beyond traditional lectures to engage participants through dynamic group discussions, real-world case study analysis, and collaborative problem-solving exercises. A significant portion of the training is dedicated to hands-on practice, including role-playing scenarios that simulate challenging workplace situations, allowing for skill development in a safe and supportive environment. Participants will also engage with validated self-assessment tools to gain personal insights into their current emotional intelligence strengths and areas for development. Our expert facilitators provide personalized coaching and constructive feedback throughout the sessions, fostering a reflective learning process. The emphasis is on translating proven EI theories into actionable behaviors that drive sustainable performance and professional growth.

Course Agenda (Course Units):

Unit One: The Foundations of Emotional Intelligence

- Defining Emotional Intelligence (EI) and its impact on performance.
- The scientific basis of emotions and their function in the brain.
- Exploring the five components of Daniel Goleman's EI model.
- Differentiating between emotional intelligence and personality.
- The business case for developing EI in the workplace.
- Self-assessment of current emotional intelligence competencies.
- Setting personal learning objectives for the course.

Unit Two: Mastering Self-Awareness and Self-Management

- Techniques for developing profound self-awareness.
- Identifying and understanding your own emotional triggers.
- The practice of mindfulness for emotional clarity.
- Strategies for effective self-regulation and impulse control.
- Managing stress and building emotional resilience.
- Developing optimism and a proactive mindset.
- The role of self-motivation in achieving long-term goals.

Unit Three: Cultivating Empathy and Social Skills

- The art of active listening and perspective-taking.
- Developing cognitive and emotional empathy.
- Building rapport and establishing trust with colleagues and clients.
- Navigating difficult conversations with tact and confidence.
- Providing and receiving constructive feedback effectively.
- Understanding non-verbal communication and body language.
- Networking and building strong professional relationships.

Unit Four: Emotional Intelligence in Leadership and Team Dynamics

- Applying EI to inspire and motivate teams.
- Fostering psychological safety and an inclusive team culture.
- Using emotional intelligence for effective conflict resolution.
- Leading change with empathy and clear communication.
- EI in negotiation and influencing outcomes.
- Coaching and mentoring others for emotional growth.
- Making sound decisions by integrating logic and emotion.

Unit Five: Sustaining Performance and Creating an EI-Driven Culture

- Linking emotional intelligence to sustainable career success and well-being.
- Strategies for preventing and overcoming workplace burnout.
- Creating a personal and actionable EI development plan.
- Championing emotional intelligence within your organization.
- The role of EI in enhancing customer experience.
- Measuring the impact of improved emotional intelligence.
- Final reflections and commitment to continuous practice.

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:

To what extent can an organization's collective emotional intelligence be considered a more significant predictor of long-term success than its strategic or financial assets?

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

This course distinguishes itself by focusing on emotional intelligence as the cornerstone of sustainable performance, not just a soft skill. While many programs cover the basic definitions of EI, our curriculum delves deeper into the practical application required for long-term career resilience and well-being. We move beyond theory to equip participants with a robust toolkit of actionable strategies, self-regulation techniques, and communication frameworks that can be immediately applied to real-world leadership and team challenges. The emphasis on sustainability means we address critical contemporary issues like burnout prevention, emotional agility under pressure, and building psychological safety, which are often overlooked. Furthermore, the course structure integrates personalized feedback and the creation of an individual development plan, ensuring that the learning is tailored to each participant's unique context and career goals. It is an academically rigorous yet intensely practical journey designed to transform how individuals manage themselves and their relationships, ultimately fostering a more engaged, resilient, and high-performing professional life.