Emotional Intelligence for Enhanced Professional Productivity Training Course

06 - 10 Dec 2026

Amman

3800 € (Per Person)

Ref: #PRO6876_202581

Course Introduction / Overview:

This comprehensive training course is meticulously designed to unlock the profound impact of emotional intelligence on professional productivity and overall career success. In today's dynamic work environments, technical skills alone are insufficient; the ability to understand and manage one's own emotions, as well as to perceive and influence the emotions of others, is paramount. This program delves into the core components of emotional intelligence, including self-awareness, self-regulation, motivation, empathy, and social skills, providing participants with actionable strategies to enhance their workplace effectiveness. Drawing inspiration from seminal works such as Daniel Goleman's "Emotional Intelligence: Why It Can Matter More Than IQ", this course emphasizes the practical application of EQ principles to foster better communication, improve decision-making, and navigate complex interpersonal dynamics. Participants will learn to cultivate emotional agility, leading to improved team performance, enhanced leadership capabilities, and greater personal resilience. BIG BEN Training Center is committed to empowering professionals with these critical skills, ensuring they can effectively manage stress, resolve conflicts constructively, and drive innovation within their organizations. This course is an investment in developing a more emotionally intelligent workforce, directly contributing to a more productive and harmonious professional landscape.

Target Audience / This training course is suitable for:

- Managers and team leaders seeking to enhance their leadership effectiveness.
- Professionals aiming to improve their communication and interpersonal skills.
- Individuals looking to boost their personal productivity and career advancement.
- Human Resources professionals focused on talent development and employee engagement.
- Project managers needing to navigate team dynamics and stakeholder relationships.
- Sales and customer service representatives striving for better client interactions.
- Anyone interested in developing emotional intelligence for professional growth.

Target Sectors and Industries:

- Corporate and Business Services.
- Healthcare and Pharmaceuticals.
- Technology and IT Solutions.
- Financial Services and Banking.
- Manufacturing and Industrial Operations.
- Retail and Consumer Goods.
- Education and Academic Institutions.
- Government Agencies and Equivalents.
- Non-Profit and Humanitarian Organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Human Resources and Talent Development.
- Leadership and Management.
- Sales and Marketing.
- Customer Service and Client Relations.
- Project Management and Operations.
- Team Leads and Supervisors.
- Training and Development.
- Executive and Senior Management.
- Public Relations and Communications.
- Innovation and Research.

Course Offerings:

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

- Develop a deeper understanding of self-awareness and emotional regulation.
- Enhance their ability to manage stress and build emotional resilience.
- Improve interpersonal communication and build stronger professional relationships.
- Apply empathy to better understand and respond to the needs of others.
- Utilize emotional intelligence for effective conflict resolution and negotiation.
- Boost leadership capabilities through emotionally intelligent decision-making.
- Increase personal productivity and professional effectiveness in the workplace.
- Cultivate a positive work environment and foster team collaboration.
- Navigate challenging workplace dynamics with greater emotional agility.
- Drive career advancement by leveraging emotional intelligence skills.

Course Methodology:

This training course employs a highly interactive and experiential methodology designed to ensure maximum engagement and practical skill acquisition. Participants will benefit from a blend of theoretical insights and hands-on activities, fostering a deep understanding of emotional intelligence concepts. The approach includes dynamic group discussions, allowing for the sharing of diverse perspectives and real-world challenges. Extensive use of case studies will provide opportunities to analyze complex scenarios and apply emotional intelligence principles in a simulated professional context. Role-playing exercises will enable participants to practice new communication techniques and conflict resolution strategies in a safe and supportive environment. Interactive sessions will incorporate self-assessment tools and peer feedback, offering personalized insights into individual emotional intelligence strengths and areas for development. BIG BEN Training Center is committed to creating a learning atmosphere that encourages active participation, critical thinking, and immediate application of learned skills. This methodology ensures that participants not only grasp the theoretical foundations but also gain the confidence and practical ability to implement emotional intelligence effectively in their daily professional lives, leading to tangible improvements in productivity and workplace harmony.

Course Agenda (Course Units):

Unit One: Foundations of Emotional Intelligence

- Understanding the concept and components of emotional intelligence.
- Exploring the neuroscience behind emotions and their impact on behavior.
- Identifying the five key domains of emotional intelligence.
- Assessing personal emotional intelligence strengths and areas for development.
- Recognizing the benefits of high emotional intelligence in the workplace.
- Developing a personal action plan for emotional intelligence growth.

Unit Two: Self-Awareness and Self-Regulation

- Deepening self-awareness through introspection and feedback.
- Understanding personal emotional triggers and reactions.
- Mastering techniques for emotional regulation and impulse control.
- Developing strategies for managing stress and building resilience.
- Cultivating a positive mindset and fostering self-motivation.
- Practicing mindfulness for enhanced emotional presence.

Unit Three: Motivation and Empathy in Professional Settings

- Exploring intrinsic and extrinsic motivators for sustained performance.
- Setting emotionally intelligent goals for personal and team success.
- Developing empathetic listening skills to understand others' perspectives.
- Practicing perspective-taking to build stronger relationships.
- Recognizing and responding to non-verbal emotional cues.
- Applying empathy to improve customer and client interactions.

Unit Four: Social Skills and Relationship Management

- Enhancing effective communication strategies for clarity and impact.
- Developing assertive communication skills for professional interactions.
- Mastering conflict resolution techniques and negotiation skills.
- Building rapport and fostering collaborative team environments.
- Providing constructive feedback and receiving it gracefully.
- Navigating difficult conversations with emotional intelligence.

Unit Five: Applying Emotional Intelligence for Enhanced Productivity and Leadership

- Leveraging emotional intelligence for improved decision-making.
- Utilizing EQ to inspire and motivate teams.
- Developing emotionally intelligent leadership styles.
- Applying emotional intelligence in change management and innovation.
- Creating a culture of emotional intelligence within organizations.
- Sustaining emotional intelligence development for continuous professional growth.

FAQ:

Qualifications required for registering to this course?

There are no prerequisites.

How long is each daily session, and what is the total number of training hours for the course?

This training course extends over five days, with a daily duration ranging from 4 to 5 hours, including breaks and interactive activities, bringing the total to 20–25 training hours.

Something to think about:

How might a leader's capacity for emotional agility fundamentally reshape an organization's response to unforeseen market disruptions and foster a more resilient, innovative workforce?

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

This Emotional Intelligence for Enhanced Professional Productivity Training Course distinguishes itself through its deeply practical and integrated approach, moving beyond theoretical concepts to focus on actionable strategies for immediate workplace application. Unlike many programs that offer a superficial overview, this course delves into the nuanced interplay between emotional intelligence and tangible professional outcomes, such as improved decision-making, conflict resolution, and leadership effectiveness. We emphasize the development of emotional agility, enabling participants to adapt and thrive in complex, rapidly changing environments, rather than merely coping. The curriculum is meticulously designed to foster self-discovery through personalized assessments and real-world case studies, ensuring that each participant gains insights directly relevant to their unique professional challenges. Furthermore, the course integrates advanced concepts of motivational psychology and empathetic communication, providing a holistic framework for building stronger professional relationships and driving team performance. Our focus is on cultivating intrinsic motivation and fostering a culture of understanding, leading to sustainable improvements in productivity and a more harmonious work environment, setting it apart from courses that might prioritize generic skill sets over profound behavioral change