Leading with Emotional Intelligence and Conflict Management Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #SA6109_25988

Course Introduction / Overview:

This intensive training course is designed to equip administrators, leaders, and managers with the essential skills of emotional intelligence (EI) and conflict management, two of the most critical competencies for effective leadership in today's dynamic workplace. The 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," translating complex psychological concepts into practical, actionable strategies. Participants will learn to navigate difficult conversations, de-escalate tense situations, and transform potential disputes into opportunities for growth and collaboration. At BIG BEN Training Center, we believe that mastering these skills is not just about resolving disagreements but about fostering a positive work environment, enhancing team cohesion, and driving organizational success. This course moves beyond theory, providing a robust framework for self-awareness, empathy, and social skills, enabling leaders to build trust, inspire their teams, and manage interpersonal dynamics with confidence and finesse. By integrating proven conflict resolution techniques with the core components of emotional intelligence, this training provides a holistic approach to leadership development, preparing participants to handle the human element of their roles with exceptional skill.

Target Audience / This training course is suitable for:

- Administrators and office managers.
- Team leaders and supervisors.
- Department heads and managers.
- Project managers.
- Human resources professionals.
- Executives and senior leaders.
- Anyone in a leadership or managerial role seeking to enhance their interpersonal skills.

Target Sectors and Industries:

- Corporate and commercial sectors.
- Healthcare and medical institutions.
- Educational organizations and universities.
- Technology and IT companies.
- Banking and financial services.
- Government agencies and public sector organizations.
- Non-profit and non-governmental organizations.

Target Organizations Departments:

- Human Resources.
- Administration and Operations.
- Project Management Office.
- Customer Service and Client Relations.
- Sales and Business Development.
- All managerial and leadership departments.
- Finance and Accounting.

Course Offerings:

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

- Develop a profound understanding of the core components of emotional intelligence.
- Identify personal triggers and manage emotional responses in high-pressure situations.
- Apply active listening and assertive communication techniques effectively.
- Analyze the root causes of workplace conflict and identify different conflict styles.
- Utilize proven de-escalation and negotiation strategies to resolve disputes.
- Provide constructive feedback that promotes growth and minimizes defensiveness.
- Foster a psychologically safe and collaborative team environment.
- Lead with empathy to improve team morale and productivity.
- Develop a personal action plan for continuous improvement in EI and conflict management.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and participant-centered, ensuring that learning is both engaging and directly applicable to the workplace. We move beyond traditional lectures to create a dynamic learning environment where participants can actively practice and refine their skills. The course heavily incorporates a blend of expert-led presentations, real-world case study analysis, and facilitated group discussions to explore complex scenarios. A significant portion of the training is dedicated to practical application through role-playing exercises, which allow participants to handle simulated difficult conversations and conflict situations in a safe and supportive setting. Peer-to-peer feedback and structured coaching from the facilitator are integral to this process, providing valuable insights and personalized guidance. Interactive workshops, self-assessment tools, and team-based problem-solving activities are also used to reinforce key concepts and foster collaborative learning. This hands-on approach ensures that participants not only grasp the theories of emotional intelligence and conflict management but also leave with the confidence and competence to apply them immediately and effectively in their professional roles.

Course Agenda (Course Units):

Unit One: The Foundation of Emotional Intelligence in Leadership

- Defining emotional intelligence (EI) and its impact on leadership effectiveness.
- The four core domains of EI: self-awareness, self-management, social awareness, and relationship management.
- Techniques for enhancing self-awareness and recognizing personal emotional triggers.
- Strategies for effective self-regulation and managing impulsive reactions.
- Understanding the neuroscience behind emotions and decision-making.
- Conducting a personal EI assessment to identify strengths and areas for development.
- The link between emotional intelligence and reduced workplace stress.

Unit Two: Social Awareness and Relationship Management

- Developing empathy and understanding others' perspectives.
- Techniques for active and empathetic listening to build rapport and trust.
- Reading non-verbal cues and body language accurately.
- Mastering social skills for effective networking and influence.
- Building and maintaining positive professional relationships.
- Inspiring and motivating teams through emotionally intelligent communication.
- Managing team dynamics and fostering a collaborative atmosphere.

Unit Three: Understanding the Dynamics of Workplace Conflict

- Identifying the common sources and root causes of conflict in organizations.
- Exploring the five primary conflict management styles (competing, collaborating, compromising, avoiding, accommodating).
- Assessing your own dominant conflict management style and its implications.
- Understanding the predictable stages of conflict escalation.
- Differentiating between healthy, constructive debate and destructive conflict.
- The role of cognitive biases in perpetuating disagreements.
- Analyzing conflict scenarios to diagnose underlying issues.

Unit Four: Practical Strategies for Conflict Resolution and De-escalation

- The structured framework for navigating difficult conversations.
- Techniques for de-escalating emotionally charged situations.
- Applying the principles of assertive communication without aggression.
- Introduction to principled negotiation and finding win-win solutions.
- The role of a leader as a mediator in team disputes.
- Crafting clear and objective problem statements.
- Using powerful questioning to uncover interests and needs.

Unit Five: Leading a Conflict-Resilient and Emotionally Intelligent Culture

- Techniques for giving and receiving constructive feedback effectively.
- Building psychological safety to encourage open dialogue and risk-taking.
- Fostering a culture of accountability and mutual respect.
- Coaching team members to improve their own EI and conflict resolution skills.
- Strategies for managing conflicts within remote and hybrid teams.
- Celebrating successful conflict resolution to reinforce positive behaviors.
- Developing a personal action plan for applying course learnings.

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 a leader's own unexamined emotional triggers and biases unknowingly escalate a minor team disagreement into a significant organizational conflict?

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

This course distinguishes itself by deeply integrating the foundational principles of emotional intelligence with advanced conflict management strategies, treating them not as separate skills but as a unified competency essential for modern leadership. Unlike programs that offer a superficial overview, this training provides a comprehensive, psychologically-grounded framework that moves from internal self-mastery to external interpersonal effectiveness. We emphasize the "why" behind human behavior in conflict, enabling participants to diagnose root causes rather than just treating symptoms. The methodology is intensely practical, prioritizing immersive role-playing and case studies drawn from contemporary administrative and managerial challenges. This ensures that participants don't just learn theory; they actively practice and receive personalized feedback on handling difficult conversations, mediating disputes, and providing constructive feedback. Furthermore, the final unit focuses on a critical, often-overlooked aspect: the leader's role in architecting a conflict-resilient organizational culture. The objective is to empower leaders not only to resolve conflicts as they arise but to proactively build an environment where healthy debate thrives and destructive disputes are minimized, creating a sustainable impact that extends far beyond individual skill enhancement.