informatech



INTERPERSONAL SKILLS AND SELF DEVELOPMENT | COURSE

Certificate in Emotional Intelligence

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Course content

Why Attend

Emotional intelligence involves the way we understand and communicate our emotions, how we perceive the emotions of others, and how we make decisions. It is a powerful component of effective leadership and management. This course will help participants develop and implement the essential emotional intelligence competencies. It will teach them how to build stronger relationships at work, how to empathize with others, how to manage stress levels, how to overcome challenging situations, and how to diffuse personal conflicts. Participants will discover ways of working with emotional intelligence that will help them build trust and resilience, enhance individual and team performance, and lead for long-term success.

This course relies on the use of psychometrics to help participants identify their emotional intelligence abilities. The course also features the use of interactive exercises, group discussions, reflective exercises, and activities that will help participants become highly competent in emotional intelligence.

By the end of the course, participants will be able to:

• Explore the three aspects of emotional intelligence, the brain design, and the EI cycle

• Develop self-awareness of their emotions and the impact of emotions on thoughts and behaviors

• Expand their self-control and self-management by practicing the five competencies of self-control

• Recognize emotions in others, achieve rapport with their team, and develop social awareness

• Improve their ability to manage through influencing others and practicing inspirational leadership

Business professionals, managers, team leaders, and individuals who have decided to learn and develop their emotional intelligence competencies to enhance, as well as manage, their relationships at work and in life.

• Emotional self-awareness

• Emotional self-control

• Managing emotions

• Emotional expression

• Emotional understanding

• Empathy



Course content

Why Attend

- Active listening
- Team effectiveness
- Organizational awareness
- Relationship building
- Conflict management style
- Tact, transparency, and emotional control
- Impact, influence, and inspirational leadership

Course outline

An introduction to emotional intelligence

- Frequently used terms
- Intelligence quotient (IQ)
- Emotional quotient (EQ)
- An overview of EI
- Sociological
- Physiological
- Psychological
- The brain design
- Importance
- Amygdala
- Arousal
- The 3 brains



Course content

Course outline

• The emotional intelligence cycle

Developing your self-awareness

• Definition of self-awareness

• The emotional intelligence cycle

• Signs of high EQ

• The inner core of self-awareness

• The awareness of feelings

• From emotion to action: The APET model

• Self-awareness questionnaire

• Low EQ questionnaire

• Recognizing your emotions

• The mood meter

• Plutchik's wheel of emotions

• How emotions affect our thoughts and behaviors

• How to practice self-awareness

Developing your self-control

• Definition of self-control

• The competencies of self-control

• Self-regulation

• Authenticity

• Accountability

• Flexibility



Course content

Course outline

- Self-motivation
- Self-control questionnaire
- Reflection on self-control
- Developing your self-regulation
- Developing your authenticity
- Developing your accountability
- Developing your flexibility

Developing your self-motivation

- Why motivation is important
- What determines motivation
- Self-motivation questionnaire
- The mind/body link
- The negative-belief cycle
- Top ten motivational tips
- Developing your social awareness
- Definition of social awareness
- How to decode emotions in faces
- How to decode emotions in voice pitch and tones
- Scope of social awareness
- Empathy
- Service orientation
- Organizational awareness



Course content

Course outline

- Positive and negative office politics
- Active listening
- How to build rapport

Developing your management of others

- Definition of relationship management
- Developing your people
- Developing others questionnaire
- Inspirational leadership
- Behaviors of inspirational leaders
- Inspirational leadership questionnaire
- The four influencing styles
- The five conflict management styles
- The Interest-Based Relational (IBR) approach
- The importance of achievement orientation
- My achievement orientation questionnaire
- The importance of teamwork and collaboration
- Beckhard's model of team effectiveness



Seminar dates

Available seminar dates

Live dates and pricing for Certificate in Emotional Intelligence generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	Vienna - Austria	Classroom	**€3,400.-**
18 - 22 January 2027	London - U.K	Classroom	**€3,360.-**
15 - 19 February 2027	Munich - Germany	Classroom	**€3,400.-**
15 - 19 March 2027	Rome - Italy	Classroom	**€3,400.-**
19 - 23 April 2027	Munich - Germany	Classroom	**€3,400.-**
17 - 21 May 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
21 - 25 June 2027	London - U.K	Classroom	**€3,360.-**
19 - 23 July 2027	Istanbul - Turkey	Classroom	**€2,280.-**
16 - 20 August 2027	Vienna - Austria	Classroom	**€3,400.-**
20 - 24 September 2027	London - U.K	Classroom	**€3,360.-**
18 - 22 October 2027	Munich - Germany	Classroom	**€3,400.-**
15 - 19 November 2027	Rome - Italy	Classroom	**€3,400.-**
20 - 24 December 2027	Munich - Germany	Classroom	**€3,400.-**

Live online option	Online delivery is available at €1,850.-.