



PB INSTITUTE OF RESEARCH AND TECHNOLOGY

P.O Box 21457-00100

Nairobi - Kenya

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Mastering Emotional Intelligence for Workplace Success

Duration: 10 days

On-Site

01 Who Should Attend

- Managers and supervisors
- Team leaders
- Administrative and office professionals
- Human resources professionals
- Customer service professionals
- Project and programme managers
- Sales and business development professionals
- Public-sector employees
- NGO and development-sector professionals
- Professionals working in team-based environments
- Anyone seeking to strengthen interpersonal and workplace effectiveness



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02 About the Course

Emotional Intelligence in the Workplace is a practical training course designed to help professionals understand and effectively manage their emotions while recognizing and responding constructively to the emotions of others. The course focuses on self-awareness, emotional regulation, empathy, communication, interpersonal relationships, conflict management, adaptability, and workplace leadership.

Participants will learn how emotional intelligence influences workplace performance, teamwork, decision-making, leadership, customer relationships, and organizational culture. Through practical techniques and workplace scenarios, participants will develop stronger interpersonal skills and greater confidence in handling challenging professional situations.



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03 Workshop Objectives

- Understand the core components of emotional intelligence (self-awareness, self-regulation, motivation, empathy, social skills).
- Enhance self-awareness and recognize personal emotional triggers.
- Develop strategies for managing emotions and controlling impulses.
- Improve communication skills through active listening and empathy.
- Build and maintain positive relationships with colleagues and clients.
- Understand and navigate workplace conflicts with emotional intelligence.
- Foster a positive and inclusive work environment.
- Utilize emotional intelligence to enhance leadership skills.
- Understand the impact of emotional intelligence on team performance.
- Develop strategies for building resilience and managing stress.
- Enhance their ability to provide and receive constructive feedback.
- Improve their ability to influence and persuade others.
- Contribute to a more collaborative and supportive workplace culture.
- Stay up-to-date with the latest research and best practices in emotional intelligence.
- Become a more emotionally intelligent and effective professional.
- Understand ethical considerations in emotional intelligence.
- Learn how to apply emotional intelligence in various workplace scenarios.

04 Module Topics

Module 1: Introduction to Emotional Intelligence (EI)

- Defining emotional intelligence and its components.
- Understanding the importance of EI in the workplace.
- Exploring the benefits of high EI for individuals and teams.
- The relationship between EI and leadership effectiveness.
- Debunking common myths and misconceptions about EI.



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Module 2: Self-Awareness: Recognizing Your Emotions

- Developing self-awareness through introspection and reflection.
- Identifying personal emotional triggers and patterns.
- Understanding the impact of emotions on thoughts and behaviors.
- Using self-assessment tools to evaluate EI.
- Practicing mindfulness and emotional regulation techniques.

Module 3: Self-Regulation: Managing Your Emotions

- Developing strategies for managing stress and anxiety.
- Controlling impulses and reacting thoughtfully.
- Practicing emotional resilience and adaptability.
- Understanding the importance of emotional balance.
- Techniques for maintaining composure in challenging situations.

Module 4: Motivation: Driving Performance and Engagement

- Understanding intrinsic and extrinsic motivation.
- Aligning personal goals with organizational objectives.
- Developing a growth mindset and fostering optimism.
- Using EI to enhance personal and team motivation.
- Strategies for staying motivated during setbacks and challenges.

Module 5: Empathy: Understanding Others' Emotions

- Developing active listening and perspective-taking skills.
- Recognizing and understanding non-verbal cues.
- Practicing empathy in diverse work environments.
- Building rapport and trust through empathetic communication.
- Understanding the impact of empathy on team collaboration.

Module 6: Social Skills: Building Positive Relationships



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- Developing effective communication and interpersonal skills.
- Building and maintaining positive relationships with colleagues and clients.
- Managing conflict and resolving disputes constructively.
- Using EI to enhance influence and persuasion.
- Understanding the importance of teamwork and collaboration.

Module 7: EI in Communication and Feedback

- Using EI to deliver and receive constructive feedback.
- Communicating effectively in challenging conversations.
- Understanding the impact of EI on communication styles.
- Using EI to build rapport and trust in communication.
- Handling difficult conversations with emotional intelligence.

Module 8: EI and Workplace Culture

- Understanding the impact of EI on team dynamics and culture.
- Fostering a positive and inclusive work environment.
- Using EI to enhance team collaboration and productivity.
- Building a culture of trust and psychological safety.
- Understanding the role of EI in change management.

Module 9: Developing and Applying EI in the Workplace

- Creating a personal EI development plan.
- Integrating EI into daily work practices.
- Applying EI in various workplace scenarios (e.g., meetings, negotiations).
- Using EI to enhance leadership effectiveness.
- Continuous learning and development in emotional intelligence.