MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

EMOTIONAL INTELLIGENCE, SKILLS & COMPETENCE

"Mastering Self-Awareness, Emotional Control, and Interpersonal Influence for Leadership and Performance"

Schedule

Date	Venue	Fees
24 – 26 Feb 2026	Online	USD 1,000 per delegate
28 – 30 Jul 2026	Riyadh, KSA	USD 2,495 per delegate
23 – 25 Aug 2026	Doha, Qatar	USD 2,495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Emotional intelligence (EQ) is the cornerstone of effective leadership, teamwork, and personal resilience. It enables individuals to manage themselves and their relationships with greater insight, empathy, and control. In high-pressure and fast-paced environments, EQ is what distinguishes top performers from the rest—not just intelligence or technical skill.

This three-day interactive course equips participants with the knowledge, tools, and frameworks to build emotional competence. Whether online or face-to-face, attendees will explore self-awareness, self-regulation, motivation, empathy, and social skills to enhance their ability to lead, collaborate, and thrive in any professional setting.

Objectives

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

- Understand the five domains of emotional intelligence and their impact at work
- Increase self-awareness and recognize emotional triggers
- Develop strategies for emotional self-regulation and stress management
- Improve empathy and interpersonal relationships
- Communicate and lead with greater emotional clarity and influence

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Why Attend

- Strengthen personal and professional impact through higher EQ
- Respond more constructively in emotionally charged situations
- Build stronger relationships across teams and stakeholders
- Enhance leadership credibility through emotional mastery
- Reduce conflict and improve collaboration in any environment

Target Audience

This program is designed for:

- Professionals and leaders at all levels seeking to strengthen soft skills
- HR, L&D, and OD practitioners focused on team development
- Managers looking to improve team dynamics and morale
- Customer-facing or stakeholder management professionals
- Anyone navigating complex human interactions at work

Individual Benefits

Key competencies that will be developed include:

- Self-awareness and emotional regulation
- Empathy and active listening
- Resilience and stress tolerance
- Assertiveness and interpersonal influence
- Conflict resolution and social agility

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Greater collaboration and reduced team conflict
- Improved communication, morale, and engagement
- Stronger leadership effectiveness and influence
- Enhanced service delivery and stakeholder trust
- A culture of accountability, empathy, and trust

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Concepts of emotional intelligence and brain-based leadership
- Case Studies – Real-world scenarios and analysis of emotional decision-making
- Workshops – Role-playing, journaling, and exercises to build self-awareness and empathy
- Peer Exchange – Reflective group discussions to share experiences and insights
- Tools – Self-assessment checklists, EQ development plans, and practical communication models

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Course Outline

Detailed 3-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00 (face-to-face only)

Day 1: Understanding Emotional Intelligence

- Module 1: Introduction to EQ and the Science of Emotions (07:30 – 09:30)
- What is emotional intelligence and why it matters
- Emotional awareness and the neuroscience of emotion
- Module 2: Self-Awareness and Emotional Triggers (09:45 – 11:15)
- Identifying personal emotional patterns and hot buttons
- The power of mindfulness and reflection
- Module 3: Self-Regulation Strategies (11:30 – 01:00)
- Staying calm under pressure
- Managing disruptive emotions and impulses
- Module 4: Workshop – Personal EQ Inventory (02:00 – 03:30)
- Assess your current emotional intelligence level

Day 2: Developing Empathy and Social Skills

- Module 1: Empathy and Perspective Taking (07:30 – 09:30)
- How to understand others' emotions
- Listening to connect vs. listening to respond
- Module 2: Relationship Management (09:45 – 11:15)
- Building trust, influence, and rapport
- Navigating social dynamics and team tension
- Module 3: Nonverbal Communication and Presence (11:30 – 01:00)
- Reading and projecting emotional cues
- Module 4: Workshop – Real-life Scenarios and Roleplay (02:00 – 03:30)
- Responding to challenging interpersonal situations

Day 3: Emotional Intelligence for Leadership and Performance

- Module 1: EQ in Leadership and Decision-Making (07:30 – 09:30)
- Emotionally intelligent leadership styles
- Balancing emotion and logic in high-stakes decisions
- Module 2: Conflict Resolution and Difficult Conversations (09:45 – 11:15)
- Managing emotions during disagreements
- The 3-step empathy model
- Module 3: Building Resilience and Mental Agility (11:30 – 01:00)
- Emotional stamina in times of stress or uncertainty
- Module 4: Action Planning & Commitment (02:00 – 03:30)
- Create your personal EQ development plan

Certification

Participants will receive a **Certificate of Completion in Emotional Intelligence, Skills & Competence**, validating their mastery of emotional awareness, interpersonal communication, and self-management strategies for professional effectiveness.

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Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

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