

EQ SKILLS FOR TEAM LEADERS & MANAGERS

“Harnessing Emotional Intelligence to Lead with Empathy, Self-Awareness, and Influence”

Schedule

Date	Venue	Fees (Face-to-Face)
23 - 24 Sep 2026	Dubai, UAE	USD 1995 per delegate

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

Introduction

Emotional Intelligence (EQ) is the critical leadership skill that drives engagement, resilience, and performance in today’s workplaces. Managers and team leaders with strong EQ navigate pressure with calm, lead teams with empathy, and build trust-based relationships that drive results.

This interactive two-day course is designed to develop the emotional intelligence competencies required to lead, coach, and communicate with authenticity. Participants will gain insight into their emotional triggers, learn to read team dynamics more effectively, and foster cultures of inclusion, psychological safety, and high morale.

Objectives

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

- Understand the five core components of emotional intelligence and their impact on leadership.
- Improve self-awareness and self-regulation under pressure or conflict.
- Recognize and respond to emotional cues in team dynamics.
- Communicate with greater empathy, clarity, and presence.
- Coach and influence others through emotional connection and trust.
- Apply emotional intelligence tools to motivate, engage, and resolve conflict effectively.

Why Attend

- Strengthen your leadership presence and ability to inspire others.
- Improve your ability to manage stress, reactivity, and complex team emotions.
- Enhance collaboration and influence through empathy and active listening.
- Create a positive, supportive team climate that fosters psychological safety.
- Build deeper relationships across diverse personalities and communication styles.

Target Audience

This program is designed for:

- Team leaders, supervisors, and frontline managers
- Project managers and coordinators
- Functional managers and business unit heads
- HR professionals and internal coaches
- Anyone leading or working closely with teams

Individual Benefits

Key competencies that will be developed include:

- Self-awareness and self-regulation
- Emotional resilience and stress response
- Empathy, coaching, and social awareness
- Communication and conflict management
- Relationship building and team influence

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More emotionally attuned and resilient leadership teams
- Greater trust and collaboration across departments
- Healthier communication and reduced workplace tension
- Improved morale, motivation, and staff retention
- Enhanced cultural intelligence and inclusion

Instructional Methodology

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

- EQ Assessments - Emotional intelligence self-evaluation tools
- Group Exercises - Interactive coaching and scenario mapping
- Frameworks - Based on Daniel Goleman's EQ model and neuroscience
- Role-Plays - Handling emotional reactions and team tensions
- Tools - Trigger maps, empathy models, and self-regulation plans
- Reflection - Personal EQ growth planning and peer coaching

Course Outline

Training Hours: 7:30 AM - 3:30 PM

Daily Format : 3-4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Emotional Intelligence and Self-Leadership

• **Module 1: Introduction to Emotional Intelligence (07:30 - 09:30)**

- The role of EQ in team and leadership success
- Self vs. social awareness and regulation
- Goleman's five EQ domains and leadership impact

• **Module 2: Developing Self-Awareness (09:45 - 11:15)**

- Recognizing emotional triggers and patterns
- Identifying values, biases, and reactive behaviors
- Self-reflection tools and EQ journaling

• **Module 3: Building Self-Regulation Skills (11:30 - 01:00)**

- Managing frustration, anxiety, and team pressure
- Mindfulness, breathing, and emotion regulation
- Responding instead of reacting

• **Module 4: EQ Self-Assessment & Action Plan (02:00 - 03:30)**

- Completing a personal EQ diagnostic
- Drafting individual EQ development goals

Day 2: Empathy, Team Dynamics & Influence

• **Module 5: Social Awareness and Empathy (07:30 - 09:30)**

- Reading emotional cues and non-verbal language
- Demonstrating empathy in conversations
- Creating a climate of trust and understanding

• **Module 6: Relationship Management and Conflict Resolution (09:45 - 11:15)**

- Using EQ to navigate tension and disagreement
- Coaching team members with care and candor
- Building strong peer and stakeholder relationships

• **Module 7: Communicating with Emotional Intelligence (11:30 - 01:00)**

- Listening actively and leading with curiosity
- Framing tough feedback with compassion
- Inspiring teams through emotionally aware leadership

• **Module 8: Final Simulation & EQ Leadership Wrap-Up (02:00 - 03:30)**

- Team-based conflict role-play and debrief
- Final reflections and personal EQ action planning

Certification

Participants who complete the program will receive a Certificate of Completion in **EQ Skills for Team Leaders & Managers**, recognizing their readiness to lead teams with empathy, resilience, and emotional awareness.

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