

EMOTIONAL INTELLIGENCE (EQ) SKILLS FOR TEAM LEADERS AND MANAGERS

“Harnessing Self-Awareness and Empathy to Lead High-Performing Teams”

Schedule

Date	Venue	Fees (Face-to-Face)
28 - 29 Jul 2026	Dubai, UAE	USD 1995 per delegate

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

Introduction

In today's dynamic and people-centric work environment, technical expertise alone is not enough for effective leadership. Emotional Intelligence (EQ)—the ability to understand and manage one's own emotions and those of others—has become a critical skill for team leaders and managers who aim to foster trust, collaboration, and performance.

This interactive course equips participants with the competencies to lead with emotional intelligence, strengthen interpersonal relationships, manage team dynamics, and handle conflict constructively. Through real-world scenarios and guided reflection, managers will enhance their leadership presence and emotional agility.

Objectives

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

- Define the key components of Emotional Intelligence and their leadership impact
- Increase self-awareness and manage personal emotional triggers
- Build empathetic communication and influence within teams
- Navigate difficult conversations and reduce workplace conflict
- Foster an emotionally healthy and resilient team culture

Why Attend

- Enhance leadership effectiveness through self-awareness and empathy
- Improve team morale, trust, and communication outcomes
- Learn how to motivate and engage diverse personalities
- Develop strategies to manage stress and emotional reactions
- Gain practical tools for leading in high-pressure situations

Target Audience

This program is designed for:

- Team leaders and front-line managers
- Department heads and project supervisors
- HR and talent development professionals
- Future leaders and high-potential staff
- Anyone managing teams or seeking to improve interpersonal effectiveness

Individual Benefits

Key competencies that will be developed include:

- Self-regulation and emotional control in leadership
- Active listening and empathic engagement
- Conflict resolution and feedback delivery
- Motivation techniques grounded in emotional awareness
- Building trust and psychological safety in teams

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved team communication and collaboration
- Reduced internal conflict and interpersonal tension
- Higher engagement, morale, and productivity
- Stronger leadership pipeline with emotionally intelligent managers
- Enhanced workplace culture focused on empathy and resilience

Instructional Methodology

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

- Strategy Briefings - Leadership frameworks and EQ principles
- Case Studies - High-stakes leadership scenarios
- Workshops - Self-assessments, role plays, and feedback labs
- Peer Exchange - Team dynamics and leadership reflections
- Tools - EQ profiling tools, communication models, team empathy maps

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

Day 1: Foundations of Emotional Intelligence in Leadership

- Module 1: The Science of Emotional Intelligence (07:30 - 09:30) • The 5 pillars: self-awareness, regulation, motivation, empathy, social skills
- Module 2: Developing Self-Awareness and Self-Management (09:45 - 11:15) • Emotional triggers, inner dialogue, stress responses
- Module 3: Applying EQ in Team Communication (11:30 - 01:00) • Active listening, non-verbal cues, emotional clarity
- Module 4: Workshop - Personal EQ Assessment & Reflection (02:00 - 03:30) • EQ profiling and guided journaling

Day 2: Leading with Empathy and Social Intelligence

- Module 5: Understanding and Managing Team Emotions (07:30 - 09:30) • Team mood, empathy mapping, morale boosters
- Module 6: Giving Feedback and Handling Conflict (09:45 - 11:15) • Assertiveness, tone control, feedback frameworks
- Module 7: Building a Resilient and Emotionally Healthy Team (11:30 - 01:00) • Trust, transparency, managing uncertainty
- Module 8: Final Workshop - Lead a Challenging Conversation Roleplay (02:00 - 03:30) • Practicing EQ techniques in tough leadership scenarios

Certification

Participants will receive a Certificate of Completion in Emotional Intelligence Skills for Team Leaders and Managers, confirming their ability to lead teams with empathy, self-awareness, and interpersonal effectiveness.

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<p>In-House / Customized Training</p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p>+601116373203</p>	<p>EMAIL:</p> <p>info@mawaevents.net</p>
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