MAWA EVENTS

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

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CORE SKILLS OF EMOTIONAL INTELLIGENCE – ILM ENDORSED

"Harness the Power of Emotional Intelligence to Lead, Communicate, and Collaborate with Impact."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

In today's workplace, technical skills alone are no longer enough to ensure success. Emotional Intelligence (EI) — the ability to understand and manage one's own emotions while influencing others positively — has become a critical differentiator for personal and professional excellence.

The Core Skills of Emotional Intelligence – ILM Endorsed program is designed to develop participants' awareness, control, and effective expression of emotions in interpersonal relationships and workplace situations. Through interactive exercises, self-assessment tools, and real-world applications, this course empowers individuals to improve their emotional awareness, resilience, empathy, and communication — all vital to leadership and teamwork.

This ILM-endorsed training ensures participants receive globally recognized learning that enhances their emotional competence and professional value.

Objectives

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

- Understand the concept and components of Emotional Intelligence (EI).
- Recognize their emotional triggers and behavioral patterns.
- Develop empathy and interpersonal understanding.
- Manage emotions effectively under stress and pressure.
- Build stronger relationships through active listening and empathy.
- Enhance communication and conflict resolution skills.
- Apply EI techniques to improve leadership and team collaboration.
- Cultivate emotional resilience and a positive workplace attitude.

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Why Attend

Professionals with high emotional intelligence are better equipped to handle stress, inspire others, and navigate complex workplace dynamics. This course offers the opportunity to gain a globally endorsed qualification while mastering techniques that promote self-awareness, empathy, and leadership effectiveness. Whether you are leading a team or working within one, the ability to understand and manage emotions is key to sustained success.

Target Audience

This course is ideal for:

- Team Leaders and Supervisors
- Managers and Department Heads
- HR Professionals and Trainers
- Customer Service Representatives
- Project Managers and Coordinators
- Professionals seeking personal growth and improved workplace performance

Individual Benefits

- Gain an ILM-endorsed credential to enhance your career prospects.
- Improve self-awareness, self-control, and empathy.
- Communicate more effectively with colleagues and clients.
- Build resilience to handle workplace challenges confidently.
- Strengthen leadership and interpersonal influence.
- Enhance emotional well-being and work-life balance.

Organizational Benefits

- Foster a culture of empathy, collaboration, and mutual respect.
- Improve team performance and employee engagement.
- Reduce workplace conflict and stress-related issues.
- Strengthen leadership effectiveness across departments.
- Enhance communication and decision-making efficiency.
- Promote a positive and emotionally intelligent work environment.

Instructional Methodology

This program employs a highly interactive and experiential approach, including:

- Self-assessment and reflection activities
- Role-playing and real-life case discussions
- Group exercises to practice emotional awareness and empathy
- Guided mindfulness and stress management sessions
- Coaching techniques for emotional development
- ILM-aligned learning materials and evaluation

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Course Outline

Module 1: Understanding Emotional Intelligence and Its Importance

Module 2: The Five Components of EI – Self-Awareness, Self-Regulation, Motivation, Empathy, Social Skills

Module 3: Emotional Triggers and Behavioral Patterns

Module 4: Managing Emotions Under Pressure

Module 5: Building Empathy and Active Listening Skills

Module 6: Enhancing Communication and Conflict Resolution

Module 7: Applying EI in Leadership and Team Environments

Module 8: Developing Emotional Resilience and Mindfulness

Module 9: Creating a Personal Emotional Development Plan

Module 10: ILM-Endorsed Assessment and Certification Process

Certification

Upon successful completion, participants will receive an ILM-Endorsed Certificate in Core Skills of Emotional Intelligence, formally recognizing their ability to apply emotional intelligence principles for improved personal effectiveness, leadership, and workplace relationships.

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.

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

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