

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

► **Available delivery methods:** In-House Training

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.

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

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.

<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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