MAWA EVENTS

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

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EMOTIONAL INTELLIGENCE MASTERCLASS

"Master Your Emotions, Lead with Empathy, and Build Stronger Connections."

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

The Emotional Intelligence Masterclass is designed to help professionals understand, manage, and leverage emotions to enhance personal effectiveness and workplace relationships. Emotional intelligence (EI) is the foundation of leadership, teamwork, and communication—it enables individuals to stay calm under pressure, empathize with others, and make balanced decisions.

This course combines psychological insights, self-assessment tools, and practical exercises to strengthen emotional awareness, self-control, empathy, and social influence—core skills that contribute to success in both personal and professional life.

Objectives

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

- Understand the five core components of emotional intelligence.
- Recognize and manage their own emotions effectively.
- Develop empathy and build positive interpersonal relationships.
- Handle conflict and stress with emotional balance.
- Improve communication and collaboration through EI principles.
- Enhance leadership effectiveness using emotional intelligence.
- Apply EI techniques to boost motivation and performance.

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Why Attend

Emotional intelligence is the key differentiator between good and great professionals. This course helps participants unlock their emotional strengths, improve resilience, and create meaningful connections that drive workplace harmony and productivity.

Target Audience

- Managers and Team Leaders
- HR and Training Professionals
- Customer Service Representatives
- Executives and Supervisors
- Anyone who wants to enhance their self-awareness and interpersonal skills

Individual Benefits

- Improve self-awareness and emotional control.
- Strengthen resilience and adaptability under pressure.
- Enhance empathy and relationship management.
- Communicate more effectively with colleagues and clients.
- Develop confidence and emotional balance in decision-making.
- Build stronger professional and personal relationships.

Organizational Benefits

- Create emotionally intelligent leaders and teams.
- Reduce workplace conflict and stress.
- Improve communication, collaboration, and morale.
- Increase employee engagement and motivation.
- Enhance leadership effectiveness and organizational culture.

Instructional Methodology

- Self-assessment and emotional intelligence profiling
- Interactive discussions and case studies
- Role-plays and scenario-based learning
- Group activities focused on empathy and communication
- Reflective exercises and feedback sessions
- Action planning for emotional development

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Course Outline

Module 1: Introduction to Emotional Intelligence

Module 2: Understanding the Components of EI

Module 3: Self-Awareness and Emotional Regulation

Module 4: Building Empathy and Social Awareness

Module 5: Managing Emotions in High-Stress Situations

Module 6: Enhancing Communication and Relationships

Module 7: Emotional Intelligence for Leadership and Influence

Module 8: Conflict Resolution through Emotional Understanding

Module 9: Developing Emotional Resilience and Motivation

Module 10: Personal Action Plan for Continuous EI Growth

Certification

Upon successful completion, participants will receive a Certificate in Emotional Intelligence Masterclass, recognizing their ability to apply emotional intelligence to achieve personal excellence, effective leadership, and strong professional 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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