

ADVANCED EMOTIONAL INTELLIGENCE FOR MANAGERS & LEADERS



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TRAINING CENTER



Introduction

Strong leadership depends on more than technical expertise; it requires the ability to understand and manage emotions effectively. The Advanced Emotional Intelligence for Managers & Leaders Training Course helps leaders build self-awareness, regulate their reactions, and connect authentically with their teams. Furthermore, this program strengthens empathy, social skills, and decision-making under pressure, equipping leaders to handle conflict and change with composure. As a result, participants become more trusted and influential within their organizations. This Training Course covers the core pillars of emotional intelligence, including self-management, empathy, and relationship management. In addition, learners apply proven frameworks through practical exercises that mirror real leadership challenges. By the end of the program, managers gain the emotional skills needed to inspire teams, resolve conflict, and lead with greater impact.

Advanced Emotional Intelligence for Managers & Leaders Course Objectives

- Apply Goleman's five components of emotional intelligence to leadership practice
- Build self-awareness through structured emotional reflection techniques
- Regulate emotional responses during high-pressure leadership situations
- Strengthen empathy to better understand team members' perspectives
- Use social awareness skills to read team dynamics accurately
- Apply relationship management techniques to build trust and influence
- Manage workplace conflict using emotionally intelligent approaches
- Improve decision-making by balancing logic and emotional insight
- Deliver feedback with empathy while maintaining accountability
- Build resilience to lead effectively through change and uncertainty



Course Methodology

- Interactive lectures grounded in emotional intelligence research and models
- Self-assessment exercises to identify personal emotional patterns
- Role-play scenarios simulating real leadership challenges
- Group discussions on empathy and relationship management
- Reflective journaling to track emotional growth throughout the course
- Continuous coaching and peer feedback sessions

Who Should Take This Course

- Senior managers and department heads
- Team leaders overseeing diverse groups
- Human resources and organizational development professionals
- Project managers leading cross-functional teams
- Executives preparing for higher leadership responsibilities
- Professionals seeking stronger interpersonal leadership skills

Advanced Emotional Intelligence for Managers & Leaders Course Outlines

Day 1: Foundations of Emotional Intelligence

- Introduce Goleman's five components of emotional intelligence
- Explore the link between emotional intelligence and leadership success
- Assess personal emotional intelligence through self-reflection tools
- Distinguish emotional intelligence from technical competence

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- Review case studies of emotionally intelligent leaders
- Identify personal strengths and growth areas
- Set individual emotional intelligence development goals

Day 2: Self-Awareness and Self-Management

- Build self-awareness through structured reflection techniques
- Recognize emotional triggers and behavioral patterns
- Apply self-regulation strategies during stressful situations
- Practice maintaining composure under pressure
- Strengthen adaptability when facing unexpected challenges
- Manage impulsive reactions in high-stakes moments
- Develop a personal emotional regulation action plan

Day 3: Empathy and Social Awareness

- Strengthen empathy to understand team members' perspectives
- Apply active listening to build deeper connections
- Use social awareness skills to read team dynamics
- Recognize non-verbal cues within group interactions
- Practice perspective-taking during disagreements
- Build psychological safety within teams
- Address cultural and generational differences with empathy

Day 4: Relationship Management and Conflict Resolution

- Apply relationship management techniques to build trust



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- Use emotionally intelligent approaches to resolve conflict
- Deliver feedback with empathy while maintaining accountability
- Practice difficult conversations with emotional composure
- Strengthen influence and persuasion through authentic connection
- Mediate disagreements between team members effectively
- Build stronger collaboration across diverse teams

Day 5: Leading with Emotional Intelligence

- Apply emotional intelligence to organizational decision-making
- Build resilience to lead through change and uncertainty
- Strengthen team motivation through emotionally intelligent leadership
- Practice leading high-stakes conversations with confidence
- Integrate emotional intelligence into daily leadership habits
- Present a personal leadership development action plan
- Conduct final course review and open discussion

Conclusion

By successfully completing Advanced Emotional Intelligence for Managers & Leaders, participants will gain practical skills in self-awareness, empathy, relationship management, and emotionally intelligent decision-making. Furthermore, they will acquire techniques to manage stress, resolve conflict, and lead teams with greater composure and trust. As a result, graduates return to their organizations equipped to inspire stronger performance and build more resilient teams. Gentex Training Center designed this Training Course to help leaders connect authentically and lead with lasting impact.





FAQs

Q1 What is the "Advanced Emotional Intelligence for Managers & Leaders" course about?

This course focuses on building the emotional skills leaders need to manage themselves and connect with their teams. It covers self-awareness, empathy, relationship management, and emotionally intelligent decision-making for effective leadership.

Q2 What are the key benefits of the "Advanced Emotional Intelligence for Managers & Leaders" course?

Participants build stronger trust with their teams, manage stress more effectively, and improve conflict resolution outcomes. Additionally, they strengthen their influence and decision-making, which leads to more resilient and motivated teams.

Q3 What skills will I gain from the "Advanced Emotional Intelligence for Managers & Leaders" course?

Participants gain skills in self-awareness, empathy, relationship management, and emotionally intelligent decision-making. These four core competencies help leaders connect authentically with their teams and manage challenges with composure.



Q4 What tools, methods, or standards are covered in the "Advanced Emotional Intelligence for Managers & Leaders" course?

The course covers Goleman's five components of emotional intelligence, self-assessment reflection tools, active listening frameworks, and emotionally intelligent conflict resolution approaches for practical leadership application.

Q5 How is the "Advanced Emotional Intelligence for Managers & Leaders" course applied in real-world practice?

Leaders apply these skills by managing stress during high-pressure situations, resolving team conflicts with empathy, and building trust through authentic relationships. Consequently, teams become more engaged, resilient, and motivated under emotionally intelligent leadership.