

EMOTIONAL INTELLIGENCE FOR MANAGERS & LEADERS



GENTEX[®]
TRAINING CENTER



Introduction

Leaders set the emotional temperature of the teams they manage. The Emotional Intelligence for Managers & Leaders Training Course builds the self-awareness and relational skill that effective leadership depends on. Participants examine the four domains of emotional intelligence, measure their own profile, and practise regulation, empathy, and influence in realistic leadership situations. Furthermore, the programme covers coaching conversations, conflict, change leadership, and building psychologically safe teams. Delivered by Gentex Training Center over five days, this programme suits managers, team leaders, and senior professionals. As a result, participants lead with steadier judgement and stronger team engagement.

Emotional Intelligence for Managers & Leaders Course Objectives

- Explain the four-domain model of emotional intelligence and its leadership impact.
- Assess personal emotional intelligence using the EQ-i 2.0 framework.
- Recognise personal emotional triggers and default reactions under pressure.
- Apply self-regulation techniques during high-stakes leadership moments.
- Use cognitive reframing and the ABC model to interpret situations accurately.
- Practise empathy and perspective-taking with team members and peers.
- Adapt leadership style with the Situational Leadership and Goleman leadership styles models.
- Coach team members using the GROW model without rescuing or controlling.
- Manage team conflict with the Thomas-Kilmann Instrument and mediation techniques.
- Build psychological safety, trust, and resilience across the team.

Course Methodology



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- Interactive sessions combining theory, self-assessment, and guided practice.
- Leadership simulations with structured peer observation and feedback.
- Role-plays covering coaching, conflict, and difficult conversations.
- Case studies of team breakdowns and leadership recovery.
- Group discussion and confidential peer coaching.
- Action planning that connects emotional habits to real team situations.

Who Should Take This Course

- Managers, department heads, and team leaders.
- Senior specialists moving into people leadership.
- Project and programme managers leading diverse teams.
- Human resources and people development professionals.
- Executives managing change and organisational pressure.
- Business owners leading growing teams.
- Professionals preparing for broader leadership responsibility.

Emotional Intelligence for Managers & Leaders Course Outlines

Day 1: Emotional Intelligence and Leadership

- Defining emotional intelligence and emotional literacy.
- The four-domain model: self-awareness, self-management, social awareness, relationship management.
- Daniel Goleman's five components and six leadership styles.
- How leader mood spreads through a team.



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- Emotions, judgement, and decision quality under pressure.
- The EQ-i 2.0 model and its composite scales.
- Self-assessment: personal leadership emotional profile.

Day 2: Self-Awareness and Self-Regulation

- Recognising emotional triggers in leadership situations.
- Physical stress signals and early warning indicators.
- Self-regulation techniques: breathing, pausing, and the six-second rule.
- Cognitive reframing with the ABC model.
- Managing frustration, pressure, and disappointment professionally.
- Impulse control and avoiding reactive decisions.
- Practice: a personal trigger and response map.

Day 3: Social Awareness, Empathy, and Trust

- Empathy types: cognitive, emotional, and compassionate.
- Perspective-taking and active listening with team members.
- Reading emotional signals in individuals and groups.
- Emotional contagion and managing team mood.
- Building psychological safety and inclusive leadership behaviours.
- Cultural differences in emotional expression at work.
- Practice: an empathy-based listening conversation.

Day 4: Relationship Management and Coaching

- Situational Leadership: directing, coaching, supporting, delegating.
- Coaching with the GROW model instead of directing.



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- Giving developmental feedback without triggering defensiveness.
- Receiving criticism and handling upward feedback.
- Assertive communication and setting emotional boundaries.
- Motivating and recognising team members authentically.
- Role-play: a coaching conversation with an underperforming team member.

Day 5: Conflict, Change, and Action Planning

- Managing team conflict with the Thomas-Kilmann Instrument.
- Mediation and repairing damaged team relationships.
- Leading change with emotional awareness and honest communication.
- Resilience building for leaders and their teams.
- Recognising distress and supporting wellbeing.
- Building a 90-day leadership emotional intelligence plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Emotional Intelligence for Managers & Leaders Training Course, participants will have acquired practical knowledge of the four-domain model, EQ-i 2.0, Goleman's leadership styles, self-regulation techniques, the GROW coaching model, conflict management, and psychological safety practice. In addition, they will lead with greater composure, empathy, and influence. Gentex Training Center delivers this programme through leadership simulations and structured reflection, so participants apply their new knowledge immediately.





FAQs

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

The course develops the emotional capabilities that leadership depends on. It covers self-awareness, self-regulation under pressure, empathy, trust building, coaching with the GROW model, conflict management, and leading teams through change.

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

Participants handle pressure without losing composure and make better decisions in tense situations. Furthermore, they build trust faster, coach more effectively, and reduce conflict inside their teams. As a result, engagement and performance improve.

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

Participants gain emotional self-awareness and regulation, empathy and social awareness, relationship management and coaching, and conflict handling and resilience leadership. These four skills combine to raise leadership effectiveness across the organisation.



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

The programme uses the four-domain emotional intelligence model, Daniel Goleman's five components and six leadership styles, the EQ-i 2.0 assessment model, the ABC reframing model, the six-second rule, the Situational Leadership model, the GROW coaching model, the Thomas-Kilmann Conflict Mode Instrument, and psychological safety frameworks.

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

Leaders apply it when giving tough feedback, handling a demotivated team member, mediating between colleagues, announcing change, managing pressure during peak periods, and supporting staff through personal difficulty. In addition, they use it to manage their own stress and avoid reactive decisions.