

EMOTIONAL INTELLIGENCE FOR PERSONAL & PROFESSIONAL EXCELLENCE



GENTEX[®]
TRAINING CENTER



Introduction

Personal excellence grows from the ability to understand oneself and work well with others. The Emotional Intelligence for Personal & Professional Excellence Training Course builds that foundation through structured self-awareness, emotional regulation, and relationship practice. Participants assess their own emotional profile, examine the habits that hold them back, and learn techniques for managing pressure, motivation, and interpersonal friction. Furthermore, the programme covers empathy, feedback, goal setting, and personal resilience. Delivered by Gentex Training Center over five days, this programme suits professionals at every level who want stronger self-control and better relationships. As a result, participants perform more consistently and enjoy greater career satisfaction.

Emotional Intelligence for Personal & Professional Excellence Course Objectives

- Explain the four-domain model of emotional intelligence: self-awareness, self-management, social awareness, and relationship management.
- Assess personal emotional intelligence using the EQ-i 2.0 framework and reflective instruments.
- Identify limiting emotional patterns, triggers, and self-defeating habits.
- Apply self-regulation techniques to manage anger, anxiety, and frustration.
- Use cognitive reframing and the ABC model to challenge unhelpful interpretations.
- Increase personal motivation with goal-setting and self-determination principles.
- Practise empathy and active listening in personal and professional relationships.
- Give and receive feedback without triggering defensiveness.
- Manage conflict and difficult conversations with emotional control.
- Build resilience habits, mindfulness routines, and sustained wellbeing.



Course Methodology

- Interactive sessions combining theory, reflection, and guided practice.
- Self-assessment exercises with structured personal debriefs.
- Role-plays covering feedback, conflict, and emotionally charged conversations.
- Journaling and reflective practice between sessions.
- Group discussion and confidential peer coaching.
- Personal action planning linked to real life and work goals.

Who Should Take This Course

- Professionals seeking stronger self-control and effectiveness.
- Managers and team members working in demanding environments.
- Customer-facing staff handling difficult interactions.
- Human resources and people development professionals.
- Sales and negotiation staff managing rejection and pressure.
- Individuals seeking greater confidence, motivation, and balance.
- Anyone working to improve personal and professional relationships.

Emotional Intelligence for Personal & Professional Excellence Course Outlines

Day 1: Understanding Emotional Intelligence

- Defining emotions, emotional literacy, and emotional intelligence.
- The four-domain model explained in everyday terms.
- Daniel Goleman's five-component framework.

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- How emotions influence judgement, energy, and performance.
- The EQ-i 2.0 model and its composite scales.
- Common myths about emotional intelligence.
- Self-assessment: personal emotional intelligence profile.

Day 2: Self-Awareness and Emotional Patterns

- Recognising triggers, patterns, and default reactions.
- The mind-body connection and physical stress signals.
- Identifying self-limiting beliefs and internal dialogue.
- Journaling and structured self-reflection techniques.
- Values clarification and personal purpose discovery.
- Strengths, blind spots, and honest self-appraisal.
- Practice: a personal trigger and response map.

Day 3: Self-Management and Motivation

- Self-regulation techniques: breathing, pausing, and the six-second rule.
- Cognitive reframing with the ABC model.
- Managing anger, anxiety, frustration, and disappointment.
- Impulse control and delaying reaction.
- Motivation principles: autonomy, mastery, and purpose.
- Goal setting with SMART criteria and habit design.
- Practice: building a personal regulation and motivation plan.

Day 4: Empathy and Relationship Skills

- Empathy types: cognitive, emotional, and compassionate.



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- Active listening, paraphrasing, and questioning techniques.
- Perspective-taking and managing assumptions.
- Assertive communication and emotional boundaries.
- Giving and receiving feedback without defensiveness.
- Managing conflict with the Thomas-Kilmann Instrument.
- Role-play: a difficult conversation handled with composure.

Day 5: Resilience, Wellbeing, and Action Planning

- Stress response explained and its effects on health and performance.
- Mindfulness and grounding techniques for daily pressure.
- Building resilience habits and recovery routines.
- Time, energy, and boundary management.
- Recognising distress and seeking support appropriately.
- Building a 90-day personal excellence development plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Emotional Intelligence for Personal & Professional Excellence Training Course, participants will have acquired practical knowledge of the four-domain model, the EQ-i 2.0 framework, self-regulation techniques, the ABC reframing model, empathy and feedback skills, motivation principles, and resilience-building methods. In addition, they will manage their emotions, relationships, and goals with greater clarity and control. Gentex Training Center delivers this programme through guided reflection and structured practice, so participants apply their new knowledge from the next working day.





FAQs

Q1 What is the "Emotional Intelligence for Personal & Professional Excellence" course about?

The course develops the ability to understand and manage emotions in daily life and at work. It covers self-awareness, self-regulation, motivation, empathy, relationship skills, resilience, and personal goal setting.

Q2 What are the key benefits of the "Emotional Intelligence for Personal & Professional Excellence" course?

Participants stay calmer under pressure and recover faster from setbacks. Furthermore, they build stronger relationships, handle criticism without defensiveness, and stay motivated toward their goals. As a result, personal and professional performance becomes more consistent and satisfying.

Q3 What skills will I gain from the "Emotional Intelligence for Personal & Professional Excellence" course?

Participants gain emotional self-awareness and regulation, motivation and goal-setting discipline, empathy and relationship management, and resilience and wellbeing practice. These four skills combine to strengthen personal effectiveness across life and work.



Q4 What tools, methods, or standards are covered in the "Emotional Intelligence for Personal & Professional Excellence" course?

The programme uses the four-domain emotional intelligence model, Daniel Goleman's five-component framework, the EQ-i 2.0 assessment model, the ABC reframing model, the six-second rule, self-determination principles of autonomy, mastery and purpose, SMART goal setting, habit design techniques, the Thomas-Kilmann Conflict Mode Instrument, and mindfulness and grounding methods.

Q5 How is the "Emotional Intelligence for Personal & Professional Excellence" course applied in real-world practice?

Participants apply it when managing a stressful workload, receiving critical feedback, resolving a disagreement with a colleague or family member, seeking promotion, maintaining healthy routines, and recovering from a professional setback. In addition, they use it to set and sustain personal development goals.