

EMOTIONAL INTELLIGENCE FOR WORKPLACE SUCCESS



GENTEX[®]
TRAINING CENTER



Introduction

Careers stall for reasons that have little to do with technical ability. The Emotional Intelligence for Workplace Success Training Course addresses the interpersonal and self-management skills that decide how far professionals advance. Participants examine their emotional patterns, learn to regulate reactions under pressure, and practise empathy, feedback, and conflict handling with colleagues and clients. Furthermore, the programme covers workplace relationships, team dynamics, and professional resilience. Delivered by Gentex Training Center over five days, this programme suits employees, specialists, and team members across all functions. As a result, participants work more effectively with others and handle workplace pressure with composure.

Emotional Intelligence for Workplace Success Course Objectives

- Explain the four-domain model of emotional intelligence and its workplace impact.
- Assess personal emotional intelligence using the EQ-i 2.0 framework.
- Identify emotional triggers and default reactions during workplace pressure.
- Apply self-regulation techniques to manage frustration, anxiety, and anger.
- Use cognitive reframing and the ABC model to challenge unhelpful thinking.
- Practise empathy and active listening with colleagues, managers, and clients.
- Give and receive feedback without triggering defensiveness.
- Manage conflict and disagreements using the Thomas-Kilmann Instrument.
- Build positive working relationships and effective team behaviour.
- Apply resilience and stress-management habits during demanding periods.

Course Methodology

- Interactive sessions combining theory, self-assessment, and guided practice.

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- Workplace scenario workshops based on common professional situations.
- Role-plays covering feedback, conflict, and difficult client interactions.
- Group discussion and confidential peer coaching.
- Reflective exercises linking emotional habits to workplace outcomes.
- Action planning with a personal workplace effectiveness plan.

Who Should Take This Course

- Employees and specialists in team-based workplaces.
- Customer service and client-facing professionals.
- Team members working under deadline pressure.
- New employees adapting to professional environments.
- Human resources and people development staff.
- Supervisors supporting team wellbeing.
- Anyone seeking stronger working relationships and composure.

Emotional Intelligence for Workplace Success Course Outlines

Day 1: Emotional Intelligence at Work

- Defining emotions, emotional literacy, and emotional intelligence.
- The four-domain model: self-awareness, self-management, social awareness, relationship management.
- Daniel Goleman's five-component framework.
- How emotions affect judgement, productivity, and teamwork.
- The EQ-i 2.0 model and its composite scales.



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- Emotional intelligence and career progression.
- Self-assessment: personal workplace emotional profile.

Day 2: Self-Awareness and Self-Management at Work

- Recognising triggers during meetings, deadlines, and criticism.
- 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 with processes, systems, and colleagues.
- Impulse control and avoiding reactive emails or comments.
- Practice: a personal trigger and response map.

Day 3: Empathy, Listening, and Working Relationships

- Empathy types: cognitive, emotional, and compassionate.
- Active listening, paraphrasing, and clarifying techniques.
- Reading non-verbal signals in meetings and conversations.
- Perspective-taking with managers, peers, and clients.
- Building trust and psychological safety within teams.
- Cultural differences in emotional expression at work.
- Practice: an empathy-based listening conversation.

Day 4: Feedback, Conflict, and Difficult Interactions

- Giving feedback without triggering defensiveness.
- Receiving criticism and handling performance reviews.
- Assertive communication and professional boundaries.



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- Managing conflict with the Thomas-Kilmann Instrument.
- Handling difficult clients, complaints, and escalations.
- Repairing working relationships after disagreement.
- Role-play: a tense conversation with a colleague.

Day 5: Resilience, Stress, and Action Planning

- Stress response explained and its effect on performance.
- Mindfulness and grounding techniques for busy workdays.
- Building resilience habits and recovery routines.
- Managing workload pressure and avoiding burnout signals.
- Supporting colleagues and recognising distress.
- Building a 90-day workplace effectiveness plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Emotional Intelligence for Workplace Success 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 listening skills, feedback practice, and resilience methods. In addition, they will work with others more effectively and manage pressure with steadier judgement. Gentex Training Center delivers this programme through realistic workplace scenarios and structured reflection, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Emotional Intelligence for Workplace Success" course about?

The course develops the emotional and interpersonal skills that support effective work performance. It covers self-awareness, self-regulation, empathy, listening, feedback, conflict handling, and workplace resilience.

Q2 What are the key benefits of the "Emotional Intelligence for Workplace Success" course?

Participants stay composed during difficult meetings and handle criticism constructively. Furthermore, they collaborate better, resolve friction earlier, and maintain steady performance under deadline pressure. As a result, they build a stronger professional reputation and progress more reliably.

Q3 What skills will I gain from the "Emotional Intelligence for Workplace Success" course?

Participants gain emotional self-awareness and regulation, empathy and active listening, feedback and conflict management, and workplace resilience and stress management. These four skills combine to improve daily working relationships and personal performance.



Q4 What tools, methods, or standards are covered in the "Emotional Intelligence for Workplace Success" 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, active listening and paraphrasing techniques, the Thomas-Kilmann Conflict Mode Instrument, and mindfulness and grounding methods.

Q5 How is the "Emotional Intelligence for Workplace Success" course applied in real-world practice?

Professionals apply it when handling a demanding client, receiving a critical performance review, disagreeing with a colleague in a meeting, managing a heavy workload, chairing a tense discussion, and supporting a struggling team member. In addition, they use it to avoid reactive emails and impulsive decisions.