

EXECUTIVE EMOTIONAL INTELLIGENCE, LEADERSHIP & COACHING MASTERY PROGRAM



GENTEX[®]
TRAINING CENTER



Introduction

Senior leaders are judged less on what they know than on how they behave when the pressure is highest. The Executive Emotional Intelligence, Leadership & Coaching Mastery Program Training Course develops that behavioural capability at an executive standard. Participants examine their emotional patterns, refine self-regulation under scrutiny, and build the coaching skill that grows leadership capacity beneath them. Furthermore, the programme covers executive presence, conflict at senior levels, and leading culture through change. Delivered by Gentex Training Center over five days, this programme suits executives, directors, and senior leaders. As a result, participants lead with steadier judgement and a stronger bench of talent.

Executive Emotional Intelligence, Leadership & Coaching Mastery Program Course Objectives

- Explain the four-domain model of emotional intelligence at executive level.
- Assess personal emotional intelligence using the EQ-i 2.0 framework.
- Identify emotional triggers and defensive patterns during high-stakes decisions.
- Apply self-regulation techniques during board pressure, crisis, and scrutiny.
- Apply the ABC reframing model to interpret setbacks and criticism accurately.
- Build executive presence through voice, composure, and message discipline.
- Coach senior and emerging leaders using the GROW model and powerful questioning.
- Apply Daniel Goleman's six leadership styles and adapt them situationally.
- Manage executive conflict and cross-functional tension with structured mediation.
- Build psychological safety, culture, and succession capability across the organisation.

Course Methodology

- Executive-level sessions combining diagnostics, reflection, and practice.

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- One-to-one coaching practice with structured observation and feedback.
- Boardroom simulations covering pressure, scrutiny, and conflict.
- Case studies of executive derailment and leadership recovery.
- Confidential peer coaching with agreed ground rules.
- Action planning with a personal leadership and coaching development plan.

Who Should Take This Course

- C-suite executives, managing directors, and general managers.
- Senior directors and heads of major functions.
- Executives preparing for board or enterprise-level responsibility.
- Senior leaders responsible for leadership development.
- Partners and principals in professional services firms.
- Senior public sector officials and institutional leaders.
- High-potential leaders preparing for executive roles.

Executive Emotional Intelligence, Leadership & Coaching Mastery Program Course Outlines

Day 1: Executive Emotional Intelligence

- Defining emotional intelligence and emotional literacy at senior level.
- The four-domain model: self-awareness, self-management, social awareness, relationship management.
- Daniel Goleman's five components and six leadership styles.
- How executive mood and behaviour cascade through an organisation.
- The EQ-i 2.0 model and its composite scales.



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- Executive derailment patterns and blind spots.
- Self-assessment: personal executive emotional profile.

Day 2: Executive Self-Regulation and Presence

- Recognising triggers during board pressure, crisis, and public scrutiny.
- Physical stress signals and their effect on judgement and delivery.
- Self-regulation techniques: breathing, pausing, and reframing in real time.
- Cognitive reframing with the ABC model.
- Executive presence: voice, posture, pace, and message discipline.
- Managing frustration, impatience, and the urge to take over.
- Practice: a personal trigger and response map.

Day 3: Coaching Mastery and Talent Development

- Coach versus mentor versus manager: clarifying the executive role.
- The GROW model applied to senior coaching conversations.
- Powerful questioning and active listening at executive level.
- Giving developmental feedback without triggering defensiveness.
- Situational Leadership and Goleman's six leadership styles in practice.
- Identifying and developing high-potential successors.
- Practice: a live coaching conversation with structured feedback.

Day 4: Executive Conflict, Influence, and Boards

- Managing conflict between senior peers and functions.
- Mediation techniques for executive-level disputes.
- Influencing the board and managing upward communication.



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- Handling hostile questioning and scrutiny with composure.
- Negotiating at senior level using interest-based methods.
- Ethics, discretion, and reputational judgement.
- Simulation: a tense boardroom review.

Day 5: Culture, Change, and Action Planning

- Building psychological safety and an emotionally intelligent culture.
- Leading culture change with honest, consistent communication.
- Succession planning and leadership pipeline development.
- Executive wellbeing, burnout risk, and sustainable leadership.
- Measuring organisational emotional intelligence and coaching impact.
- Building a 90-day executive leadership and coaching plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Executive Emotional Intelligence, Leadership & Coaching Mastery Program Training Course, participants will have acquired practical knowledge of the four-domain model, EQ-i 2.0, Goleman's leadership styles, the GROW coaching model, executive presence, senior conflict mediation, and culture-building practice. In addition, they will lead with composure and develop the leaders beneath them. Gentex Training Center delivers this programme through boardroom simulations and one-to-one coaching practice, so participants apply their new knowledge immediately.





FAQs

Q1 What is the "Executive Emotional Intelligence, Leadership & Coaching Mastery Program" course about?

The course develops emotional intelligence, leadership presence, and coaching capability at executive level. It covers self-regulation under pressure, the GROW coaching model, Goleman's leadership styles, executive conflict, board influence, and culture building.

Q2 What are the key benefits of the "Executive Emotional Intelligence, Leadership & Coaching Mastery Program" course?

Executives gain steadier judgement during crisis and greater credibility with boards and staff. Furthermore, they coach leaders more effectively, resolve senior conflict sooner, and reduce the cost of executive derailment. As a result, leadership capability deepens across the organisation.

Q3 What skills will I gain from the "Executive Emotional Intelligence, Leadership & Coaching Mastery Program" course?

Participants gain executive emotional self-awareness and regulation, executive presence and influence, coaching mastery and talent development, and senior conflict and culture leadership. These four skills combine to strengthen executive effectiveness and succession strength.



Q4 What tools, methods, or standards are covered in the "Executive Emotional Intelligence, Leadership & Coaching Mastery Program" 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 GROW coaching model, powerful questioning techniques, the Situational Leadership model, interest-based negotiation, mediation methods, and psychological safety frameworks.

Q5 How is the "Executive Emotional Intelligence, Leadership & Coaching Mastery Program" course applied in real-world practice?

Executives apply it when presenting to a board under scrutiny, managing a leadership crisis, coaching a struggling senior manager, mediating between functional heads, announcing restructuring, and building a succession pipeline. In addition, they use it to sustain their own performance and judgement over long tenures.