Emotional Intelligence for Managers & Leaders

Professional Skills
Cairo (Egypt)
16 - 20 Feb 2025

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Emotional Intelligence for Managers & Leaders

Ref: 3221_125381 **Date:** 16 - 20 Feb 2025 **Location:** Cairo (Egypt) **Fees:** 3300 **Euro**

Introduction

The overall aim of the course is to provide participants with the knowledge and skills necessary to understand emotional intelligence EI. Participants will identify the various competencies included in the EI framework of Daniel Goleman, ranging from self-awareness to relationship management. The course also aims at allowing participants to determine their most preferred approach to listening and to examine the impact of different leadership styles on organizational climate.

Course Objectives of Emotional Intelligence for Managers & Leaders

- Explain the nature and theories underlying emotional intelligence
- Identify their personal strengths and blind spots through self-assessments
- Define the various EI competencies and identify areas for improvement as needed
- Practice empathy-building skills with emphasis on active listening
- Assess the impact of different leadership styles and their associated competencies on organizational climate and bottom-line results

Course Outlines of Emotional Intelligence for Managers & Leaders

Day 1

Emotional intelligence

- History: definition, theories, and models
- Intelligence: cognitive intelligence
    - Intrapersonal and interpersonal intelligence
- Emotional intelligence defined
- Emotional Quotient EQ versus Intelligence Quotient IQ
- IQ and EI predictions
- Research findings
- The framework of EI competencies

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◦ Daniel Goleman's competency framework

Day 2

Self Awareness and Self Management: The Cornerstones of EI

- The impact of self-awareness
- The impact of social awareness
- Self-assessment and discovering your personality type
- Scoring and interpretation of results: the four dimensions
- Extraversion and introversion
  - Sensing and intuition
  - Thinking and feeling
  - Judgment and perception
- Dealing with various types

Day 3

The Conceptual Model

- The competency framework
- The four competency clusters
  - From self-awareness to relationship management

The Competencies of EI

- Competency defined
- The competency iceberg
- The core of EI: self-awareness
- Self-management competencies
- Social awareness competencies
- Relationship management competencies
- Definitions and real-life examples
- Core questions, underlying behaviors, and tips for improvement

Day 4

Empathy: a Critical EI competency

- Definition and examples
- Empathy and active listening
- The personal listening profile: determining your preferred approach to listening
  - Appreciative listening
  - Empathic listening
  - Comprehensive listening
  - Discerning listening
  - Evaluative listening

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Day 5

EI Competencies & Leadership Styles

- The power of leaders: influencing organizational climate
- Organizational climate: the six components
- Correlation between EI competencies, styles, climate, and results

Leadership Styles

- The six styles
- When best to use each style
- Impact of styles on climate and bottom-line results

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