

Emotional Intelligence for Managers & Leaders: 5-Day Course

6 – 10 September 2027
Kigali (Rwanda)

UK Training

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Why This Course

In today's rapidly evolving workplace, effective leadership requires more than technical expertise—it demands the ability to understand, manage, and positively influence emotions, both personally and within teams. Emotional intelligence has become a critical leadership capability, directly shaping decision-making, communication quality, conflict resolution, and overall organizational performance.

The Emotional Intelligence for Leaders - Intensive 5-Day Program is designed for managers and leaders who want to strengthen their emotional awareness and elevate their impact. Through hands-on activities, self-assessments, and practical leadership scenarios, participants will gain a deep and actionable understanding of the four domains of emotional intelligence: self-awareness, self-management, social awareness, and relationship management. This program blends scientific insight with real-world practice—equipping leaders to navigate high-pressure situations, inspire their teams, and foster a more collaborative and emotionally healthy workplace.

What You'll Learn and Practice

By the end of the course, participants will be able to:

- Understand the core concepts and leadership importance of emotional intelligence.
- Strengthen self-awareness and apply techniques for managing emotions effectively.
- Enhance social awareness and empathy to better motivate and engage team members.
- Build advanced relationship management skills for strong collaboration and conflict resolution.
- Apply emotional intelligence strategies to real-world leadership challenges and decisions.

The Program Flow

Day 1: Introduction to Emotional Intelligence

- Defining emotional intelligence and its relevance to modern leadership
- Overview of the four domains of emotional intelligence
- Assessing your current emotional intelligence competencies
- Understanding the neuroscience behind emotions, behavior, and decision-making

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A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) positioned on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the board.

Day 2: Self-Awareness

- Recognizing and interpreting your emotional patterns and triggers
- Developing mindfulness and reflective practices for deeper insight
- Understanding how emotions influence leadership style and behavior
- Aligning emotional responses with personal values and leadership goals

Day 3: Self-Management

- Techniques for regulating emotions in high-pressure situations
- Building emotional resilience and flexibility
- Managing stress while maintaining productivity and balance
- Cultivating a growth-oriented mindset and constructive thinking

Day 4: Social Awareness

- Expanding empathy and perspective-taking abilities
- Interpreting nonverbal cues and emotional signals
- Understanding team dynamics, organizational culture, and informal networks
- Strengthening cultural intelligence for diverse workplace environments

Day 5: Relationship Management

- Building and sustaining strong professional relationships
- Communicating effectively with clarity, empathy, and confidence
- Conflict resolution and negotiation techniques
- Inspiring and motivating team members through emotionally intelligent leadership
- Creating a positive emotional climate within teams and across the organization

Individual Impact

Participants will return with the ability to:

- Demonstrate stronger self-awareness and regulate emotions in challenging situations.
- Build deeper rapport and communicate more effectively with colleagues and stakeholders.
- Resolve conflicts with confidence and foster healthier team collaboration.
- Apply practical tools to continue strengthening emotional intelligence beyond the classroom.

Organizational Impact

Organizations benefit through:

- Leaders who model emotional intelligence and promote a positive workplace culture.
- Enhanced collaboration, trust, and engagement across teams.
- Reduced conflict and improved communication throughout the organization.



- More resilient leaders capable of guiding teams through change and uncertainty.

Training Methodology

This intensive program blends scientific understanding with practical leadership application through:

- Self-assessments and reflective emotional intelligence exercises
- Real-world case studies and leadership simulations
- Group discussions and collaborative problem-solving
- Facilitator-led sessions connecting emotional intelligence theory to workplace practice

Beyond the Course

Upon completion, participants will be fully equipped to integrate emotional intelligence into their leadership approach. They will return ready to lead with empathy, clarity, and resilience—enhancing team performance, improving relationships, and contributing to a more emotionally intelligent and high-performing workplace.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver, set against a background of concentric circles.

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