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COURSE BROCHURE

Advanced Emotional Intelligence for Professional Success Training Course

19 – 30 April 2027
Casablanca

Advanced Emotional Intelligence for Professional Success Training Course

Ref: 405_14384 **Date:** 19 – 30 April 2027 **Location:** Casablanca **Fees:** 6800 GBP

Advanced Emotional Intelligence for Professional Success is a 2-week training course for experienced professionals, managers and client-facing staff, in which each participant completes an Emotional Intelligence Profile and Personal Development Plan grounded in self-assessment and colleague feedback. Hybrid working, constant client contact and rising workplace stress mean that technical skill alone no longer sustains a career. Jupiter Prime Training delivers this course for professionals whose results depend on how they handle emotion at work.

Why Emotional Intelligence for Professional Success Matters Now

Three pressures shape emotional intelligence at work today. Hybrid and remote teams lose many of the face-to-face signals people once relied on to read mood and intent. Clients and patients expect empathy alongside expertise, from banking and consulting to healthcare and hospitality. And sustained workload raises stress and burnout, so reactions under pressure decide whether relationships survive. Organisations whose people recognise and regulate emotion keep trust, resolve conflict early and retain talent; those that ignore it see escalating disputes, complaints and turnover. The course rests on the four-domain model of self-awareness, self-management, social awareness and relationship management, supported by 360-degree feedback and structured coaching conversations.

Who Gains Most from Emotional Intelligence for Professional Success

- Professionals whose credibility rests on calm judgement during tense discussions
- Managers responsible for morale, feedback and difficult conversations with staff
- Client-facing staff who absorb frustration and rebuild customer confidence
- Specialists who must influence colleagues without formal authority
- Project and service coordinators who mediate between competing departments

A service or client relationship unit gains most when several frontline staff and their manager attend together and return with shared language for naming emotions, de-escalating complaints and giving feedback.

Emotional Intelligence for Professional Success Capabilities

The outcomes move from reading one's own emotional patterns to shaping how others feel and respond in pressured working relationships.

- Assess personal emotional patterns, triggers and blind spots with a self-assessment and 360-degree feedback — the participant and line manager
- Apply regulation techniques such as reappraisal, pausing and breathing under pressure — colleagues and clients in tense moments
- Communicate empathy through active listening, paraphrasing and validating statements — customers, patients and internal partners
- Build rapport and trust across cultures, generations and hybrid channels — cross-functional colleagues
- Design responses to conflict that separate positions from underlying interests — disputing parties and mediators
- Specify a development plan with habits, practice partners and progress measures — the participant's coach or manager

Key Emotional Intelligence for Professional Success Terms

- Emotional intelligence — the capacity to recognise, understand and manage one's own emotions and to recognise and influence the emotions of others.
- Self-awareness — accurate recognition of one's own feelings, strengths, limits and their effect on behaviour and other people.
- Self-regulation — the ability to manage impulses and disruptive emotions so that responses fit the situation rather than the mood.
- Empathy — sensing and understanding another person's feelings and perspective, and showing that understanding in words and actions.
- Emotional trigger — a situation, word or behaviour that provokes a strong automatic reaction, often linked to personal values or past experience.
- 360-degree feedback — structured input on behaviour gathered from a manager, peers, direct reports and sometimes clients, compared with self-ratings.

Emotional Intelligence for Professional Success Day by Day

Day 1: Emotion, Performance and the Modern Workplace

- Emotion and Decision Quality — How Feelings Shape Judgement at Work
- Four-Domain Emotional Intelligence Model — Personal and Social Competencies
- Hybrid Work Signals — Reading Emotion With Fewer Cues
- Emotional Labour in Service Roles — Hidden Cost of Client Contact
- Emotional Intelligence Self-Assessment — Baseline Scores and First Insights

Day 2: Self-Awareness and Personal Patterns

- Emotion Vocabulary Building — Naming Feelings With Precision
- Trigger Mapping — Situations That Provoke Automatic Reactions
- Values Clarification — Linking Reactions to What Matters Personally
- Body Signals Journal — Physical Cues Before Emotional Escalation
- Blind Spot Mapping — Known, Hidden and Unseen Behaviours

Day 3: Self-Regulation Under Pressure

- Cognitive Reappraisal — Reframing Events to Change Emotional Response
- Pause and Choose Technique — Space Between Stimulus and Reaction
- Breathing and Grounding Methods — Calming the Stress Response
- Impulse Control in Email and Chat — Avoiding Regrettable Replies
- Recovery Routines — Restoring Composure After Setbacks

Day 4: Stress, Resilience and Wellbeing

- Stress Response Cycle — Alarm, Resistance and Exhaustion Stages
- Burnout Warning Signs — Exhaustion, Cynicism and Reduced Efficacy
- Resilience Habits — Sleep, Movement and Recovery Breaks
- Optimism and Explanatory Style — Interpreting Setbacks Constructively
- Personal Boundaries — Saying No Without Damaging Relationships

Day 5: Motivation and Inner Drive

- Intrinsic Motivation Sources — Autonomy, Mastery and Purpose
- Goal Setting With Emotional Commitment — Meaningful Targets
- Delayed Gratification — Staying Focused on Long-Term Outcomes
- Growth Mindset Language — Responding to Feedback and Failure
- Energy Management — Matching Demanding Tasks to Peak States

Day 6: Empathy and Social Awareness

- Active Listening Levels — Hearing Content, Feeling and Intent
- Reading Non-Verbal Cues — Face, Voice and Posture
- Perspective Taking — Stepping Into Colleague and Client Viewpoints
- Cultural Differences in Emotional Expression — Avoiding Misreadings
- Organisational Awareness — Sensing Mood, Politics and Unspoken Norms

Day 7: Relationship Building and Influence

- Rapport Building Techniques — Common Ground and Matching Pace
- Trust Components — Credibility, Reliability and Genuine Intent
- Emotionally Intelligent Feedback — Situation, Behaviour and Impact
- Influencing Without Authority — Appealing to Interests and Emotions
- Networking Conversations — Building Relationships Across Functions

Day 8: Emotionally Charged Conversations and Conflict

- Conflict Styles Inventory — Competing, Avoiding, Accommodating and Collaborating
- Interest-Based Problem Solving — Positions Versus Underlying Needs
- De-escalation Scripts — Calming Angry Clients and Colleagues
- Receiving Criticism — Listening Without Defensiveness
- Repairing Damaged Relationships — Apology and Rebuilding Trust

Day 9: Emotional Intelligence in Client Service and Teams

- Service Recovery Conversations — Turning Complaints Into Loyalty
- Empathy in Sales and Consulting — Understanding Buyer Concerns
- Team Emotional Climate — Mood Contagion and Shared Norms
- Coaching Conversations With Peers — Questions That Build Insight
- Emotional Intelligence in Virtual Meetings — Camera, Chat and Silence

Day 10: Practising the Emotional Intelligence Profile and Personal Development Plan

- 360-Degree Feedback Debrief — Applying Self-Awareness Methods
- Pressure Simulation — Applying Regulation Techniques Live
- Difficult Client Role Play — Applying Empathy and De-escalation
- Peer Coaching Triads — Applying Feedback and Listening Skills
- Emotional Intelligence Profile and Personal Development Plan — Final Version With Practice Partners

Applying Emotional Intelligence for Professional Success After the Course

- Keep a trigger and response journal for four weeks and review recurring patterns with a trusted colleague or coach
- Use the situation, behaviour and impact feedback structure in one emotionally charged conversation each week and note what changed

Emotional Intelligence for Professional Success Questions FAQ

What is emotional intelligence for professional success and why does it matter now?

It is the ability to recognise and manage your own emotions and to read and influence others' emotions at work. It matters now because hybrid working, demanding clients and sustained stress make relationships and composure decisive for performance and careers.

Which roles gain most from emotional intelligence for professional success?

Managers handling feedback and morale, client-facing staff absorbing frustration and professionals influencing without authority gain most. Coordinators who mediate between departments also benefit.

How does an advanced emotional intelligence for professional success course differ from an introductory one?

An introductory course explains what emotional intelligence is. This advanced course uses self-assessment, 360-degree feedback, live pressure simulations and role plays so participants change specific habits in real working relationships.

What do you bring back from an emotional intelligence for professional success course?

You bring back a personal emotional intelligence profile, a trigger map, regulation and de-escalation techniques you have rehearsed, and a development plan with habits, practice partners and progress measures.

Emotional Intelligence for Professional Success: The Way Forward

The Emotional Intelligence Profile and Personal Development Plan first informs which two or three habits the participant will practise in the coming month. The participant, their line manager and a chosen practice partner use it to track progress in real conversations. After a quarter, the 360-degree feedback is worth repeating, since colleague ratings show whether changes in composure and empathy are visible to others.