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COURSE BROCHURE

Advanced Communication and Emotional Intelligence Training Course

12 – 23 September 2027
Muscat

Advanced Communication and Emotional Intelligence Training Course

Ref: 445_16054 **Date:** 12 – 23 September 2027 **Location:** Muscat **Fees:** 9900 GBP

Communication and Emotional Intelligence is a 2-week advanced training course for managers and team leaders who handle difficult conversations, conflict and demanding stakeholder relationships, and each participant leaves with an emotional intelligence communication playbook. Teams now work under pressure, across cultures and through screens, so leaders who misread emotions lose trust and talent quickly. Jupiter Prime Training runs this course for leaders whose conversations shape team climate and results.

Why Communication and Emotional Intelligence Matters Now

Three forces have made emotionally intelligent communication a management priority. Hybrid and remote work strip out many visual cues, so tone is misread and small frictions escalate. Workforces are more diverse in culture and expectation, and employees increasingly judge leaders by how they listen and give feedback. Change and workload pressure also raise stress, making composure and empathy as important as technical expertise. Organisations whose managers communicate with emotional intelligence keep people engaged, resolve disputes early and negotiate better outcomes; those that neglect it face disengagement, turnover and costly conflict. The course draws on established emotional intelligence research, active listening practice and interest-based negotiation principles.

Who Gains Most from Communication and Emotional Intelligence

- Managers who hold performance, change and feedback conversations with their teams
- Team leaders who mediate tensions and keep collaboration healthy under pressure
- Project and account leads who manage demanding clients and senior stakeholders
- Heads of sections who negotiate resources and priorities with peers in other departments
- Human resources and employee relations partners who coach managers through sensitive cases

Leadership teams that send several managers together gain most, because they can agree a shared language for feedback, conflict and recognition on return.

Communication and Emotional Intelligence Capabilities

Participants move from reacting to emotionally charged moments to reading, regulating and steering them with intention.

- Assess personal emotional triggers and communication blind spots — line managers and coaches
- Apply self-regulation techniques during tense meetings and replies — teams and clients
- Build active listening and empathic responses — employees raising concerns
- Communicate assertive feedback using structured models — performance and development decisions
- Weigh conflict styles and mediation options — team cohesion and stakeholder trust
- Calibrate negotiation moves to emotional signals in the room — commercial and internal agreements

Key Communication and Emotional Intelligence Terms

- Emotional intelligence — The ability to recognise, understand and manage one's own emotions and to read and influence the emotions of others.
- Self-regulation — Managing impulses and emotional reactions so that responses fit the situation rather than the mood of the moment.
- Active listening — Giving full attention, reflecting content and feelings back, and asking questions to confirm understanding before responding.
- Psychological safety — A shared belief within a team that people can speak up, admit mistakes or challenge ideas without fear of punishment.
- Assertiveness — Expressing needs, views and boundaries clearly and respectfully, without passivity or aggression.
- Emotional contagion — The spread of moods from one person to others in a group, often through tone, expression and body language.

Communication and Emotional Intelligence Day by Day

Day 1: Emotions at Work and the Manager's Influence

- Emotional Climate and Psychological Safety — Team Willingness to Speak Up
- Hybrid Work and Reduced Visual Cues — Misread Messages and Tone
- Emotional Intelligence Competency Domains — Personal Development Priorities
- Multi-Rater Feedback on Interpersonal Impact — Blind Spots Seen by Others
- Personal Trigger Inventory — Situations That Derail Calm Communication

Day 2: Self-Awareness in Communication

- Emotion Labelling and Granularity — Accurate Reading of Internal States
- Values and Assumptions Mapping — Hidden Drivers of Reactions
- Communication Style Profiles — Adapting to Direct and Indirect Colleagues
- Reflective Journalling After Key Conversations — Learning From Patterns
- Body Signals of Rising Tension — Early Warning Before Outbursts

Day 3: Self-Regulation Under Pressure

- Pause and Reframe Techniques — Responding Rather Than Reacting
- Stress Physiology and Breathing Methods — Composure in Tense Meetings
- Cognitive Reappraisal of Provocations — Calmer Interpretation of Conflict
- Impulse Control in Written Replies — Avoiding Regretted Emails
- Recovery Routines After Difficult Exchanges — Sustained Leadership Energy

Day 4: Empathy and Active Listening

- Levels of Listening From Surface to Empathic — Deeper Understanding
- Paraphrasing, Summarising and Reflecting Feelings — Showing Real Attention
- Perspective-Taking Exercises — Seeing Issues Through Stakeholder Eyes
- Open and Probing Question Design — Surfacing Concerns Early
- Empathy Without Rescuing — Supportive Yet Accountable Responses

Day 5: Reading Emotions in Meetings and Negotiations

- Nonverbal Cues of Face, Voice and Posture — Real-Time Room Reading
- Group Mood and Contagion Dynamics — Steering Meeting Energy
- Silence, Withdrawal and Hidden Dissent — Inviting Unspoken Views
- Emotional Signals at the Negotiating Table — Timing Concessions and Proposals
- Cultural Differences in Emotional Display — International Teams and Clients

Day 6: Assertive Communication and Feedback

- Passive, Aggressive and Assertive Styles — Choosing Firm Respectful Responses
- Situation, Behaviour and Impact Feedback Model — Specific Developmental Messages
- Saying No and Setting Boundaries — Protecting Priorities Without Damage
- Receiving Criticism Gracefully — Defusing Defensiveness in Oneself
- Praise and Recognition Language — Reinforcing Valued Behaviours

Day 7: Difficult Conversations

- Preparation Grids for Difficult Conversations — Facts, Feelings and Identity
- Performance Concerns and Underperformance Talks — Clear Expectations With Dignity
- Delivering Bad News to Teams — Honesty With Compassion
- Emotional De-Escalation Phrases — Lowering Heat in Confrontations
- Follow-Up Agreements After Hard Talks — Commitments That Hold

Day 8: Conflict Management and Relationship Repair

- Conflict Styles From Avoiding to Collaborating — Fit to the Situation
- Interest Mapping Behind Positions — Finding Workable Agreements
- Mediation Steps Between Team Members — Restoring Working Relationships
- Apology and Trust Repair Sequences — Rebuilding Damaged Credibility
- Stakeholder Relationship Maps — Prioritising Emotional Investment

Day 9: Social Skills and Influence

- Rapport Building With Senior and External Stakeholders — Trusted Relationships
- Persuasion Through Emotional and Logical Appeal — Gaining Buy-In
- Coaching Conversations With Questions — Growing Team Capability
- Emotional Climate Setting as a Team Leader — Healthcare and Engineering Cases
- Influence Without Authority Across Departments — Cooperation on Shared Goals

Day 10: Practising the Emotional Intelligence Communication Playbook

- Trigger Inventory and Regulation Strategies — Personal Composure Plan
- Listening and Feedback Scripts — Applying Empathy and Assertiveness
- Difficult Conversation Rehearsal With Observers — Live Skill Assessment
- Stakeholder Relationship Actions — Repair and Investment Priorities
- Emotional Intelligence Communication Playbook — Peer Review and Commitment

Applying Communication and Emotional Intelligence After the Course

- Hold one planned difficult conversation using the preparation grid and de-escalation phrases practised in the course, then review it with a trusted colleague.
- Introduce the situation, behaviour and impact feedback model in a team meeting and use it for recognition and improvement messages for a month.

Communication and Emotional Intelligence Questions FAQ

What is communication and emotional intelligence, and why does it matter now?

Communication and emotional intelligence is the skill of recognising and managing emotions, yours and others', to listen, give feedback and resolve conflict well. It matters now because hybrid work, diverse teams and constant change make misread emotions costly.

Which roles gain most from communication and emotional intelligence training?

Managers and team leaders who handle difficult conversations gain most. Leaders in sectors such as healthcare, engineering, retail and financial services use these skills daily with staff, patients, clients and partners under pressure.

How does communication and emotional intelligence training differ from a general communication skills course?

It goes beneath techniques to the emotions driving them. You work on triggers, self-regulation, empathy and reading emotional signals in meetings and negotiations, which a general communication skills course treats only briefly.

What do you bring back from communication and emotional intelligence training?

You bring back a personal playbook with your trigger inventory, regulation strategies, listening and feedback scripts, a rehearsed difficult conversation and stakeholder relationship actions you can start the following week.

Communication and Emotional Intelligence: The Way Forward

The emotional intelligence communication playbook records each participant's triggers, regulation tactics, feedback scripts and relationship priorities. Its first use is the next difficult conversation or tense negotiation, where it guides preparation and tone. Line managers and coaches can use it in development discussions. After a few weeks of practice, the trigger inventory deserves a fresh look as new patterns appear.