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COURSE BROCHURE

Emotional Intelligence in Automated Workplaces Training Course

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Emotional Intelligence in Automated Workplaces Training Course

Ref: 1326_49711 **Date:** 24 – 28 January 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

Emotional Intelligence in Automated Workplaces is a 1-week training course for managers and professionals whose daily work now runs beside chat assistants, scheduling algorithms and automated decision tools, and who leave with a personal emotional intelligence development plan. As routine tasks move to software, the human strengths of reading people, earning trust and steadying anxious colleagues decide how well teams perform. Jupiter Prime Training delivers this course on emotional intelligence in automated workplaces.

Why Emotional Intelligence in Automated Workplaces Matters Now

Three pressures meet in today's workplace. Automation is reshaping roles faster than job descriptions change, leaving many employees uncertain about their future and quick to resist new systems. Customers and colleagues still expect warmth and judgement when a conversation escalates beyond what a bot can handle. Leaders must explain machine-assisted decisions in ways people find fair. Organisations that neglect these human signals see disengagement and quiet workarounds, while those that build them keep trust intact through change. The course links these themes to ISO/IEC 42001 Artificial Intelligence Management System and the NIST AI Risk Management Framework NIST AI RMF, both of which emphasise human oversight.

Who Gains Most from Emotional Intelligence in Automated Workplaces

- Line managers who lead teams through the arrival of new automated tools
- Customer-facing professionals who take over conversations that chatbots escalate
- Project and change leads who introduce digital workflows to sceptical colleagues
- Specialists who interpret algorithmic recommendations for decision makers
- Team coordinators who notice early signs of stress, withdrawal or conflict

A department about to roll out a new automated system gains most when its manager and several frontline staff attend together.

Emotional Intelligence in Automated Workplaces Capabilities

Participants practise noticing, naming and regulating emotion in moments where people meet machines.

- Assess personal emotional triggers when routines are automated — self-management choices
- Apply active listening to concerns about job security — team conversations
- Communicate algorithm-supported decisions with empathy and transparency — affected colleagues and customers
- Build calibrated trust in AI suggestions without over-reliance — daily judgement calls
- Design recovery responses for escalated customer interactions — service quality
- Weigh personal strengths against automation-proof skills — career direction

Key Emotional Intelligence in Automated Workplaces Terms

- Emotional intelligence — the ability to recognise, understand and manage one's own emotions and to read and influence the emotions of others.
- Self-awareness — accurate insight into one's moods, triggers, strengths and limits, and how they affect other people.
- Empathy — sensing what another person feels and responding in a way that shows that feeling has been understood.
- Automation anxiety — worry or fear about losing role, status or competence as tasks shift to machines.
- Calibrated trust — relying on an automated system to the degree its proven accuracy justifies, neither more nor less.
- Psychological safety — a shared belief that colleagues can raise doubts or admit mistakes without embarrassment or punishment.

Emotional Intelligence in Automated Workplaces Day by Day

Day 1: Human Strengths in a Machine-Assisted Workplace

- Emotional Intelligence Competency Models — Mapping Skills Machines Cannot Replicate
- Task Automation Mapping for Your Own Role — Shifting Value Contribution
- Self-Awareness Journals and Mood Tracking — Recognising Personal Triggers
- Emotional Intelligence Self-Assessment Profile — Baseline for Personal Growth
- Retail and Banking Automation Stories — Lessons in Human Reaction

Day 2: Managing Emotions Through Automation Change

- Change Curve and Loss Responses — Supporting People Through Role Shifts
- Cognitive Reframing Techniques — Turning Automation Fear Into Curiosity
- Stress Regulation and Breathing Practices — Composure Under Pressure
- Automation Anxiety Conversation Guide — Addressing Job Security Concerns
- Resilience Routines for Constant Change — Sustaining Energy and Focus

Day 3: Empathy and Trust Between People and Machines

- Active Listening and Emotional Labelling — Defusing Tense Conversations
- Bot-to-Human Escalation Scenarios — Rebuilding Customer Confidence
- Calibrated Trust in AI Recommendations — Avoiding Blind Acceptance or Rejection
- Explaining Algorithm-Supported Decisions — Fairness and Transparency for Colleagues
- NIST AI RMF Human Oversight Principles — Accountable Judgement in Practice

Day 4: Relationships and Influence in Hybrid Teams

- Psychological Safety Practices — Encouraging Questions About New Systems
- Remote and Digital Body Language Cues — Reading Emotion Online
- Constructive Disagreement Frameworks — Resolving Conflict Over Tool Choices
- Influence Without Authority Techniques — Winning Support for New Ways of Working
- Feedback Conversations Using Situation-Behaviour-Impact — Growth-Focused Coaching

Day 5: Practising the Personal Emotional Intelligence Development Plan

- Revisiting the Self-Assessment Profile — Applying Day 1 Baseline Results
- Rehearsing an Automation Anxiety Conversation — Using Day 2 Guide
- Escalation and Feedback Role Plays — Drawing on Day 3 and Day 4 Skills
- Peer Coaching Commitments — Accountability Partners for Practice
- Personal Emotional Intelligence Development Plan — Goals, Habits and Milestones

Applying Emotional Intelligence in Automated Workplaces After the Course

- Hold one-to-ones on a recent automation change using active listening and emotional labelling.
- Keep a two-week trigger journal and review its patterns with an accountability partner.

Emotional Intelligence in Automated Workplaces Questions FAQ

What is emotional intelligence in automated workplaces, and why does it matter now?

It is the skill of managing emotions and relationships where people work beside automated tools. It matters now because automation is changing roles quickly, and trust, empathy and composure decide whether teams embrace or resist the change.

Which roles gain most from emotional intelligence in automated workplaces training?

Line managers, customer-facing professionals, change leads, analytical specialists and team coordinators gain most. Each handles moments where people react strongly to machines.

How does emotional intelligence in automated workplaces differ from a general emotional intelligence course?

It applies emotional intelligence to the specific pressures of automation. General courses cover self-awareness and empathy broadly; this course focuses on automation anxiety, calibrated trust in AI and escalations from bots to people.

What do you bring back from emotional intelligence in automated workplaces?

You bring back a personal plan for developing your emotional intelligence. It sets goals from your self-assessment, lists daily habits, names an accountability partner and fixes milestones for the months ahead.

Emotional Intelligence in Automated Workplaces: The Way Forward

The personal emotional intelligence development plan informs the first choice each participant makes after the course: which habit to practise during the next system change. Participants and their managers use it in one-to-ones to track progress. After the first automation rollout, the self-assessment deserves another look, because real reactions under pressure often reveal triggers that a classroom setting does not.