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COURSE BROCHURE

Emotional Intelligence for Workplace Success Training Course

3 – 7 May 2027
Casablanca

Emotional Intelligence for Workplace Success Training Course

Ref: 1334_49959 **Date:** 3 – 7 May 2027 **Location:** Casablanca **Fees:** 4500 GBP

Emotional Intelligence for Workplace Success is a 1-week training course for managers and professionals who want to read emotions accurately, steady their own reactions and build working relationships that hold under pressure, finishing with a personal Emotional Intelligence Development Plan. Hybrid work, faster change and flatter structures now place more weight on how people handle feelings at work than on formal authority. Jupiter Prime Training delivers this course on emotional intelligence for workplace success.

Why Emotional Intelligence Matters Now

Three forces shape emotional intelligence at work today: distributed teams that communicate through screens and lose many facial cues, sustained change that keeps stress levels high, and colleagues who expect managers to listen before they direct. An organisation whose people notice and handle emotion well keeps trust during restructuring, settles disagreements before they escalate and retains capable staff. The course rests on the five-domain model of emotional intelligence, covering self-awareness, self-regulation, motivation, empathy and social skill, and on practical stress-appraisal models.

Who Gains Most from Emotional Intelligence

- People who lead small teams and set the emotional tone of daily meetings and one-to-ones
- Professionals who manage demanding client or patient relationships and absorb frustration on behalf of the organisation
- Specialists who must persuade peers across functions without formal authority
- Coordinators who mediate tension between departments during deadlines or change
- Staff preparing to step into a first supervisory role who want steadier reactions under scrutiny

A department facing a merger or system change gains most when several members attend together and agree a shared vocabulary for emotions.

Emotional Intelligence Capabilities

Participants move from noticing their own emotional patterns to shaping the mood of conversations and teams they influence.

- Assess personal emotional patterns and blind spots — choosing which habits to change first
- Apply pause and reframe techniques to stress triggers — keeping decisions calm under deadline pressure
- Interpret verbal and non-verbal emotional signals in colleagues — deciding when to probe, support or step back
- Align personal motivation with role goals — sustaining effort through setbacks and slow progress
- Communicate difficult messages with empathy and clarity — protecting trust with staff and clients
- Build an emotional intelligence development plan with measurable habits — agreeing support with a line manager

Key Emotional Intelligence Terms

- Emotional intelligence — the ability to recognise, understand and manage emotions in oneself and others to guide thinking and behaviour.
- Self-awareness — accurate recognition of one's own emotions, strengths, limits and their effect on other people.
- Self-regulation — the capacity to manage impulses and moods so that reactions fit the situation rather than the feeling.
- Empathy — sensing what others feel and why, and taking that perspective into account before responding.
- Amygdala hijack — a sudden emotional reaction that overrides reasoned thinking when a threat is perceived.
- Stress trigger — a specific event, behaviour or condition that reliably sets off a strong emotional response in a person.

Emotional Intelligence Day by Day

Day 1: Emotion and Performance at Work

- Five-Domain Emotional Intelligence Model — Where Personal Development Effort Pays Back
- Emotion and Decision Quality Research — Why Feelings Shape Judgement Calls
- Workplace Emotional Climate Scan — Reading the Mood of a Team
- Hybrid Work Cue Loss — Adapting Signals for Screen-Based Contact
- Emotional Intelligence Self-Assessment Questionnaire — Setting a Personal Baseline Profile

Day 2: Self-Awareness and Self-Regulation

- Emotion Journal and Labelling Practice — Naming Feelings Before Acting on Them
- Stress Trigger Mapping — Spotting Recurring Pressure Points at Work
- Amygdala Hijack Recovery Techniques — Regaining Calm During Heated Moments
- Cognitive Reframing Method — Replacing Unhelpful Interpretations of Events
- Values and Strengths Inventory — Linking Behaviour to Personal Principles

Day 3: Motivation and Resilience

- Intrinsic Motivation Drivers — Sustaining Effort Without External Rewards
- Optimism and Explanatory Style — Responding Constructively to Setbacks
- Stress Appraisal Model — Separating Threat From Manageable Challenge
- Energy and Recovery Routines — Preventing Burnout in Demanding Roles
- Goal Commitment Ladder — Turning Intentions Into Daily Habits

Day 4: Empathy and Social Skill

- Active Listening Levels — Hearing the Emotion Behind the Words
- Non-Verbal Signal Reading — Interpreting Tone, Posture and Pace
- Perspective-Taking Exercise — Understanding Colleagues With Different Pressures
- Emotionally Charged Conversation Framework — Delivering Hard Messages With Respect
- Rapport and Influence Techniques — Gaining Cooperation Without Formal Authority

Day 5: Practising the Emotional Intelligence Development Plan

- Case Simulation From Healthcare and Retail Banking — Applying All Five Domains
- Trigger Response Rehearsal — Testing Regulation Techniques Under Pressure
- Peer Feedback on Empathy and Listening — Refining Social Skill Habits
- Support Network and Accountability Partner Design — Keeping Progress Visible
- Emotional Intelligence Development Plan — Completing Goals, Habits and Review Points

Applying Emotional Intelligence After the Course

- Keep an emotion journal for four weeks, logging each stress trigger and the reframing or pause technique used.
- Run one emotionally charged conversation with a team member or client using the conversation framework.

Emotional Intelligence Questions FAQ

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

It is the skill of recognising and managing emotions in yourself and others at work. It matters now because hybrid teams, constant change and higher expectations of managers make emotional judgement as important as technical skill for trust, retention and calm decisions.

Which roles gain most from emotional intelligence training?

Team leaders, client-facing professionals and specialists who influence without authority gain most. Anyone who delivers difficult news also benefits.

How does this emotional intelligence course differ from a longer advanced course?

This is a one-week core course focused on everyday workplace habits. A longer advanced course spends extra days on influence, client service and wellbeing in depth; this one concentrates on the five domains and a practical personal plan you can start immediately.

What do you bring back from emotional intelligence for workplace success?

You bring back a personal plan with chosen habits, a map of your stress triggers and tested techniques for regulation, listening and difficult conversations.

Emotional Intelligence: The Way Forward

The Emotional Intelligence Development Plan turns course insight into weekly habits. Its first decision is which stress trigger or relationship to work on first, and it is used by the participant together with a line manager or accountability partner. After the first month, revisit the self-assessment baseline to see which domains have shifted.