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COURSE BROCHURE

Digital Emotional Intelligence Training Course for Remote Leaders

19 – 23 July 2027
Milan

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Registered in the United Kingdom and Saudi Arabia

Digital Emotional Intelligence Training Course for Remote Leaders

Ref: 2284_85014 **Date:** 19 – 23 July 2027 **Location:** Milan **Fees:** 6200 GBP

Digital Emotional Intelligence is a 1-week training course for leaders who manage teams through video calls, chat and email, and it ends with each participant building a Remote Team Emotional Signals Playbook. With fewer corridor moments, frustration, fatigue and disengagement now hide behind muted cameras and short replies. Jupiter Prime Training offers Digital Emotional Intelligence for leaders who want to notice what screens filter out.

Why Digital Emotional Intelligence Matters Now

Three forces shape screen-based leadership today: dispersed teams spread across time zones, a heavy shift from speech to text, and employees who expect wellbeing to be noticed without being watched. Leaders who read video cues, set the tone of written messages and run regular climate checks catch tension before it turns into silence or resignation. Leaders who miss these signals see misread messages escalate, quiet withdrawal and uneven trust between colleagues on site and at home. The course draws on established emotional intelligence models and on research into computer-mediated communication, applied to everyday channels rather than to the meeting room.

Who Gains Most from Digital Emotional Intelligence

- Leaders who hold most one-to-ones and stand-ups through video calls
- Managers whose teams coordinate mainly through chat channels and threaded messages
- Supervisors responsible for staff split between home, site and client premises
- Project leads running cross-time-zone teams with few overlapping hours
- People partners who advise line leaders on remote wellbeing concerns

A leadership group from one organisation gains most when its members agree shared channel norms and a common rhythm of pulse checks.

Digital Emotional Intelligence Capabilities

Participants practise spotting emotional signals in pixels and text, replying with the right channel and tone, and turning scattered cues into an early-warning routine.

- Assess facial, vocal and camera-behaviour cues during video calls — the follow-up a team member needs
- Apply tone calibration to chat and email before sending — the trust of distributed colleagues
- Design virtual one-to-ones that surface workload strain and morale — individual wellbeing decisions
- Specify channel norms for urgent, sensitive and routine messages — team agreements on responsiveness
- Build a pulse-check rhythm for remote team climate — workload and staffing decisions

- Communicate difficult news over video with empathy — employees affected by change

Key Digital Emotional Intelligence Terms

- Digital body language — the cues people give through camera use, response speed, emoji, punctuation and silence in digital channels.
- Negativity bias in text — the tendency to read neutral written messages as cooler or harsher than the sender intended.
- Channel fit — choosing video, voice, chat or email according to the emotional weight of a message.
- Pulse check — a short, regular question set that tracks mood, energy and workload across a remote team.
- Video fatigue — the tiredness caused by long stretches of camera-on meetings and constant self-view.
- Proximity bias — favouring colleagues who are physically present over those who work remotely.

Digital Emotional Intelligence Day by Day

Day 1: Emotions Through the Screen

- Computer-Mediated Communication Basics — What Each Channel Strips Away
- Digital Body Language Inventory — Cues in Cameras, Replies and Silence
- Personal Channel Habits Audit — Own Patterns That Shape Team Mood
- Proximity Bias Check — Fairness Between Office and Home Staff
- Remote Stakeholder Map — Team, Clients and Upline Expectations

Day 2: Reading Cues on Video

- Micro-Expression and Vocal Tone Reading — Spotting Strain Behind the Smile
- Camera-Off Patterns — When to Ask and When to Leave Alone
- Video Fatigue Controls — Meeting Length, Breaks and Self-View Settings
- Check-In Openers — Questions That Invite Honest Answers on Calls
- Virtual One-to-One Structure — Workload, Energy and Support Needs

Day 3: Tone in Written Messages

- Negativity Bias in Text — Rewriting Messages That Read as Cold
- Tone Calibration Checklist — Warmth, Clarity and Urgency Before Sending
- Emoji and Punctuation Conventions — Agreeing What Signals Mean
- Thread De-Escalation — Moving Heated Chats to Voice or Video
- Asynchronous Feedback Notes — Recognition and Correction in Writing

Day 4: Remote Team Climate and Wellbeing

- Pulse-Check Design — Questions, Frequency and Anonymity Choices
- Climate Dashboard Reading — Trends in Mood, Workload and Response Times
- Channel Fit Matrix — Matching Sensitive News to the Right Medium
- Remote Wellbeing Conversations — Boundaries, Referral and Follow-Up Steps
- Time-Zone Fairness Rotation — Sharing Inconvenient Meeting Slots

Day 5: Practising the Remote Team Emotional Signals Playbook

- Recorded Call Analysis — Applying Video Cue Reading to Real Clips
- Message Rewrite Lab — Applying Tone Calibration to Live Drafts
- Difficult News on Video — Rehearsing Empathy With Peer Observers
- Pulse Results Simulation — Turning Climate Signals Into Actions
- Playbook Assembly — Completing the Remote Team Emotional Signals Playbook

Applying Digital Emotional Intelligence After the Course

- Launch a fortnightly pulse check with your remote team and discuss the first results in your next stand-up.
- Agree a channel fit matrix with your team and redesign your next round of virtual one-to-ones around workload and energy.

Digital Emotional Intelligence Questions FAQ

What is digital emotional intelligence and why does it matter now?

Digital emotional intelligence is the skill of noticing and managing emotions through video, chat and email. With more work happening on screens, strain and conflict often stay hidden until they surface as silence, errors or resignations.

Which roles gain most from digital emotional intelligence?

Leaders who run teams mainly through calls and messages gain most. You benefit if you hold video one-to-ones, coordinate in chat channels or lead colleagues split across home, site and different time zones.

How does digital emotional intelligence differ from general emotional intelligence training?

It concentrates on cues that screens distort or remove. General courses focus on face-to-face self-awareness and empathy, while this course works on camera behaviour, written tone, channel choice and remote climate checks.

What do you bring back from digital emotional intelligence training?

You bring back a playbook for reading and responding to emotional signals in your remote team. It covers video cues, message tone rules, channel norms and a pulse-check rhythm.

Digital Emotional Intelligence: The Way Forward

The Remote Team Emotional Signals Playbook first informs how the next round of virtual one-to-ones is run and which channel carries sensitive news. Team leaders, their deputies and people partners use it to spot strain early and respond consistently. After its first month, revisit the pulse questions and channel norms as team size, tools and working patterns shift.