



S Y L L A B U S

Emotional Intelligence in the Workplace

Duration: 5 Days (Total: 20 Hours)

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1.0 Course Overview

This training module explores **emotional intelligence (EQ)** as a critical skill in creating a productive, collaborative, and positive workplace. Participants will develop greater self-awareness, improve interpersonal relationships, and apply EQ skills to enhance leadership, teamwork, and performance.

2.0 Learning Outcomes

By the end of this course, participants will be able to:

- Understand the five core components of emotional intelligence
- Identify and regulate personal emotional responses
- Build stronger workplace relationships through empathy and listening
- Manage stress, feedback, and conflict more effectively
- Apply EQ skills to leadership, collaboration, and workplace well-being

3.0 Training Methodology

- Self-Reflection & Journaling Exercises
- Real-World Case Studies
- Role Plays and Scenario Practices
- Group Discussion and Peer Feedback
- Emotional Intelligence Self-Assessment Tools

4.0 Introduction to Emotional Intelligence (3 Hours)

Objectives:

- Define emotional intelligence and its relevance at work

Topics Covered:

- What is Emotional Intelligence? (Daniel Goleman's Model)
- EQ vs IQ vs Personality
- The Five EQ Dimensions: Self-Awareness, Self-Regulation, Motivation, Empathy, Social Skills
- EQ Benefits in the Workplace

Activities:

- Self-Assessment: Emotional Intelligence Scorecard
- Group Discussion: "What does high EQ look like?"
- Quiz: EQ myths and facts

5.0 Self-Awareness and Emotional Mastery (3 Hours)**Objectives:**

- Improve awareness of emotions and their impact on behavior

Topics Covered:

- Understanding Emotional Triggers
- Developing a Reflective Mindset
- Building an Emotional Vocabulary

- Recognizing the Link Between Thoughts, Feelings, and Actions

Activities:

- Exercise: Emotion journal and trigger tracker
- Visualization: Pause and label technique
- Task: Identify your top 3 emotional strengths and gaps

6.0 Social Awareness and Relationship Management (4 Hours)

Objectives:

- Strengthen workplace communication through empathy and rapport

Topics Covered:

- Active Listening Techniques
- Reading Non-Verbal Cues
- Building Empathy Across Cultures
- Developing Trust and Rapport in Teams
- Managing Emotions in Conversations

Activities:

- Partner Practice: Empathy role plays
- Task: Non-verbal observation challenge
- Group Exercise: Identify emotional dynamics in a team conflict scenario

7.0 Managing Conflict and Building Empathy (3 Hours)

Objectives:

- Use EQ tools to navigate and resolve interpersonal tensions

Topics Covered:

- Understanding the Emotional Roots of Conflict
- De-escalation Strategies
- Giving and Receiving Constructive Feedback
- Shifting from Reaction to Response

Activities:

- Role Play: Conflict resolution conversation
- Peer Feedback Lab: Reframe difficult feedback
- Discussion: How empathy changes team culture

8.0 Emotional Intelligence for Leadership and Teams (3 Hours)

Objectives:

- Apply EQ to build better teams and lead with emotional clarity

Topics Covered:

- Emotionally Intelligent Leadership Styles
- Motivation and Influence

- Team EQ: Group Emotions and Norms
- EQ and Psychological Safety in Teams

Activities:

- Self-Reflection: Your leadership emotional style
- Task: Design a team ritual to increase EQ
- Case Study: Emotionally intelligent leaders in action

9.0 Integrating EQ in Workplace Culture (2 Hours)

Objectives:

- Explore how to embed EQ in daily workflow and company culture

Topics Covered:

- EQ and Employee Engagement
- Embedding EQ in Onboarding, Feedback, and Meetings
- EQ in Customer Service and Client Relationships
- Sustaining Emotional Culture Over Time

Activities:

- Workshop: Redesign a meeting with EQ principles
- Group Brainstorm: 10 Ways to build an EQ-friendly workplace
- Challenge: EQ habit formation at work

10.0 Conclusion and Wrap-Up (1 Hour)

Key Takeaways:

- Reflect on personal EQ growth and integration plans

Final Activities:

- Showcase: Share your EQ Action Plan
- Certificate Distribution
- Feedback and Journaling: “My EQ Breakthrough”